



# **MANITOWOC COUNTY**

## **JOINT DISPATCH BOARD**

### **MEETING NOTICE**

**DATE:** January 4, 2012

**TIME:** 9:00 A.M.

**PLACE:** MANITOWOC COUNTY COMMUNICATION &  
TECHNOLOGY BUILDING, ROOM 111

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the committee may convene in closed session. The following matters may be considered and acted upon at the meeting:

1. Approve agenda and previous minutes
2. Public input session
3. Dispatch Center/comm. project update – J. Beyer
4. Review\discuss dates for narrow banding and start-up of new radio system/frequencies to ensure all agencies are ready for changes
5. JDC update - JDC Supervisor
6. Statewide System Management Group Committee – J. Collins
7. Aegis/CAD update – Matt Fricke/Luke Kalista
8. Unresolved law enforcement procedural issues – D. Funkhouser
9. MABAS implementation – B. Manis

Date: December 21, 2011

Dave Funkhouser, JD Board Chairman  
By: Mary Herzog, Confidential Program Manager

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's office at 920-683-4003 at least 24 hours before the meeting begins so that appropriate accommodations can be made.

Persons who are members of another governmental body, but who are not members of this Board, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties, or responsibilities of any other governmental body.

JD Board Meeting  
Wednesday, January 4, 2012  
C&T Building, Room 112

Present:	Barber Tim	Beyer Jeff
	Blashe Bob	Brennan Bridget
	Crowley Nancy	Dick Tony
	Diegel Theresa	Fricke Matt
	Funkhouser Dave	Hacker Paul
	Hermann Rob	Kalista Luke
	Klosterman Lori	Manis Bill
	Riesterer Bill	Schneider Scott
	Timm Kevin	

Chair D. Funkhouser called the meeting to order at 9:00 a.m. Motion by K. Timm, seconded by T. Diegel to approve agenda and previous minutes; motion carried.

#### Public Input

Lori Klosterman, JDC dispatcher, spoke during public input. She said she read the previous JD Board minutes from November 16, 2011 meeting and found some of the information disturbing. She'd like to point out some particular items: MABAS - She would like to work out policies and having dispatchers in with the training sessions. Without having dispatchers working with the equipment, it's going to be difficult to set up policy and get it to work right. To date, the supervisors have not asked the dispatchers to be involved in MABAS meetings. L. Klosterman and other dispatchers believe it is important to be involved and they are concerned. L. Klosterman has talked to a dispatcher in another county that has this equipment. This dispatcher from the other county said it's very important to have an additional dispatcher put on the schedule because it takes over so much of your time when a MABAS call is going on.

L. Klosterman's states that in the previous minutes, it stated the dispatchers tested the new equipment before going into the new center. She said that wasn't done. She heard I.S. had programs set up that they could go in and do their Windows and get familiar with the program. There's a recording program that she doesn't even know how to use. She feels they were just thrown in the new center and to fend for themselves.

L. Klosterman said she hasn't had a supervisor work in the center yet and do any of the dispatchers' jobs so it's impossible for a supervisor to understand the difficulties they've been going through. She thanked the Board for listening.

Chair Funkhouser asked L. Klosterman if she brought these concerns forward to a supervisor.

L. Klosterman said not all of them; not the MABAS issue; she just recently received a copy of the November JD Board minutes, and didn't realize this was going on.

N. Crowley explained we have a MABAS meeting scheduled next week; the first working meeting with Bill Manis. N. Crowley said she asked B. Manis to hold off on establishing any timeline until we got a couple months under our belt in the new Center. So we are now going to begin working on whatever it is we have to establish on our end; and she has every expectation dispatchers will be involved.

On the recording system – NICE - even the supervisors have not been trained yet. There's a meeting set-up in the next couple weeks. That training has to be done with Mike Place who has been buried the last couple months on other projects.

P. Hacker had an extensive training program schedule set up for the new equipment, but we didn't have the luxury of time before we went live. There were opportunities for the dispatchers to practice on equipment that was set up to work with our new system.

P. Hacker said we had the training sessions set up for its primary use. We did bring several dispatchers over to test the updated CAD system. The CAD system was identical to the CAD system we were using. The radio system was new and we had training on that. There was a phone system upgrade which each dispatcher went through training on.

B. Manis asked if dispatchers were able to fill out an evaluation after training. P. Hacker said there should have been. B. Manis asked if they could get a copy so they can see if there was a follow up. P. Hacker asked what he means about follow up. B. Manis said they'd like to see if in the evaluation, if more training was requested, was there a meeting scheduled to find out exactly what is needed/being asked for by the dispatcher? It seems there's a hard communications between the workers and the supervisors here.

N. Crowley reminded the Board that JDC Center is 3 dispatchers short, some are working 12 hours shifts, we will adopt the MABAS system, but will done on her timeline. Every dispatcher has the opportunity to sit down with a supervisor whenever they feel there is a need and don't have adequate training.

Chair Funkhouser said in his six years he has been involved in this Board, that a working dispatcher has come and voiced public concern. That speaks volumes to him as a manager and he's going to ask that the JDC supervisors start some type of meetings with the individual dispatchers to find out what's going on, and what they need, and he agrees with Chief Manis, there's an obvious disconnect. He believes that'd be a common sense place to start to try and resolve if there are outstanding issues and if it's simply just a matter of miscommunication let's try and get it resolved.

Motion by D. Funkhouser, seconded by B. Manis to request that the JDC supervisory staff start up dialogue with the line dispatchers and resolve some of the issues that were brought forth today any outstanding training issues as well; motion carried.

P. Hacker commented that terms being used seemed harsh such as "obvious disconnect", "hard communication". Chair Funkhouser said judgment is not being made, there's concern being raised and the Board is asking for clarification by their above motion.

B. Blashe explained to improve future training process to separate Aegis portion of training vs console portion of training. As we transitioned into the new Center, because of real world situations, there were a few items that we could not have connected in both Centers at the same time and get all to work. As for an example, the Aegis on Windows 7, 95% functionality was available we ran 6 weeks worth of training sessions in Room 016 in the C&T building to make sure people were comfortable with Windows. Aegis itself, once you're in it, is not a whole lot different. Some things up in the dispatch center were not possible to train, console-wise, until we got up there.

#### Dispatch Center/comm. project update - J. Beyer

We are working on getting the radio system/new frequencies up and running. Basically, all the new frequencies we needed for the new radio system are all available for us to use. Only have temporary approvals to start using frequencies until FCC does final approval which could take 6 months; still do not have the final paperwork yet.

Secondary transmit locations for county fire: Ran into an issue - ATT still not completed although this was started 7 months ago. This created a delay for us. This translates to up to a two month delay coming up live. Now instead of March 9, we're looking at May 9. ATT could come back sooner and say it's complete; it's only T1 lines we're waiting for.

All the equipment except, recording system and W911, are working on analog lines right now but will be switched over to IP sometime in late January/early February. It doesn't affect the operation of equipment. By having it IP gives us more flexibility with equipment.

Sharing with Winnebago and Outagamie Counties with Manitowoc County's controller is dead. Those counties found out they did not own any of the towers up to the Manitowoc County border through the Foxcomm program. The additional cost to lease the equipment they would've realized would basically cancel out any cost savings.

Jeff met with police chiefs in regard to them being able to monitor Sheriff's Dept on VHF frequency. Have costs for doing that. Jeff has in his budget. Don't have frequency yet. Was going to put in channel. Mobile side got covered. Transmit side working on right now.

DPW Department staffing changes – Ron Shimek's last day is January 13.

Mike Place's last day March 30

Looking at recruiting technical specialist.

#### Review/discuss dates for narrow banding

Get T1's established and can't optimize the other side of radio system.

#### Reverse 911 System – N. Crowley

Law enforcement was informed that the County will be looking at a program called CodeRed. CodeRed, let's just say, is a reverse 911 system, has been used for over a year by Kewaunee County and they're very satisfied with it. It will give us the capability of entering phone numbers for staff for call-ins, activate the EOC, which will eliminate the dispatcher from making landline phone calls, and we can use it too in a non-emergency situation as a means to notifying the public of something that's extremely important. We can get five options for entering a phone number and all those locations for entry will be contacted. This system will have a website that people can go into on their own so county staff will not be entering data for those interested.

We have a City Watch program right now that is line based with phone and that technology is old time. It's expensive and we want to make sure this is the path we want to go down. This expense will basically be picked up by the nuclear power plant. Anyone in the room that wants to sit in on the webinar is welcome to attend. We don't have the date set yet, but contact N. Crowley (683-4207) if interested and we'll let you know when it is scheduled.

#### JDC Department update - P. Hacker

Transition to the new center went extremely well. We had both centers occupied for a period of time on the day of our move. We had an issue with the phone trunk.

We have two new dispatchers currently in training. One of the new trainees will be done training and on her own February 28, the other trainee on her own March 14.

D. Funkhouser raised concerns on behalf of the Kiel Police Department about the fact we were having issues with the radios when the new center went live where our officers were calling Dispatch 2-3 times over the radio with no response. All three shifts, all different times. Our officers were hearing from the dispatchers, but there were problems with their headsets. I did voice that concern and did ask JDC management to look into this. Since that time, I haven't had any significant issues.

B. Manis said they too had the same problem and said they were told law enforcement had priority if law enforcement was speaking first, then fire. P. Hacker explained how the new consoles speakers priority works.

#### Statewide System Management Group Committee Report - J. Collins

J. Beyer said once he's done with some of the other projects, we will be doing a connection into WISCOM at a level two or three.

#### Aegis/CAD Update - M. Fricke/L. Kalista

L. Kalista - Rip-n-run issue (5 status changes) still being addressed. Did escalate to account manager at this time. Still waiting for response. No fix yet. If you need something, call Luke/Matt (683-5199) and they'll get it for you in the meantime.

Open warranty item in CAD for grid settings for the end user. It's an issue with Windows 7. The row height in their control panel can only be a certain value. We're working on creating a document. If they set it too high, CAD freezes up. It's happened to a few dispatchers.

M. Fricke - Tracks interfacing seems to be working for Two Rivers. Many less errors than we had in the past. Many of what we get is requests for statutes not being found so we address as normal. The numbers of things we go through are less.

#### Unresolved law enforcement procedural issues - D. Funkhouser

The law enforcement group met with N. Crowley and A. Kedrowski on December 29. The biggest issue to discuss was the consolidated court access program with Dispatch. We did come to a compromise where the District Attorney, or a member of his staff, will meet with dispatchers to train them how to read, how to search for records on CCAP, and how to get to the bottom line for bail conditions and other issues. Once the dispatchers have received that training, they will do begin doing it on a trial basis. If it goes well, we'll continue doing it. If it doesn't, we'll discuss it some more.

Chair Funkhouser also thanked JDC staff for their assistance and cooperation during the robbery call last week in Kiel. JDC staff did an excellent job with assisting with phone calls, dispatching, and getting information for KPD.

#### MABAS Update – B. Manis

Our first meeting is Tuesday, January 10. He's encouraged the fire department staff, and he's encouraging JDC supervisors and dispatchers to come in with an open mind that this is something new. They're not going to make changes or determine things at this meeting. It's an informational meeting to pass information and start a plan that's going to work for everybody. We just need to work together and make it a sensible thing. His recommendation is to have a supervisor and two working dispatchers at this meeting because they play an important role and make sure this is a positive experience.

B. Blashe wanted the JD Board to know how convenient it is to have the I.S. Dept and the JDC in the same building. The two departments are able to work more closely together.

Now that Dispatch has gone live, interested members were going to the second floor to tour Dispatch.

Motion to adjourn at 9:50 a.m. by T. Barber, seconded by B. Manis; motion carried.

Next JD Board meeting is Wednesday, April 4, 2012.

MINUTES 1-4-12



**MANITOWOC COUNTY  
JOINT DISPATCH BOARD  
MEETING NOTICE**

DATE: APRIL 4, 2012

TIME: 9:00 A.M.

PLACE: MANITOWOC COUNTY COMMUNICATION &  
TECHNOLOGY BUILDING, ROOM 111,  
1024 S. 9<sup>th</sup> ST., MANITOWOC

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the committee may convene in closed session. The following matters may be considered and acted upon at the meeting:

1. Approve agenda and previous minutes
2. Public input (public comments limited to 5 minutes each speaker)
3. Dispatch Center/comm. project update – J. Beyer
  - a. Narrow banding “go live” date
4. JDC update - JDC Supervisor
5. Aegis/CAD update – I.S. Dept.
6. Unresolved law enforcement procedural issues – D. Funkhouser
  - a. Wisconsin Consolidated Court Access
  - b. Dispatcher Training
7. MABAS implementation – B. Manis
8. Point Beach Nuclear Plant exercise April 17, 2012
9. Statewide System Management Group Committee – J. Collins
10. Discussion and recommendation regarding concerns from JDC dispatchers

Date: March 26, 2012

Dave Funkhouser, JD Board Chairman

By: Mary Herzog, Confidential Program Manager

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JD Board Meeting  
Wednesday, April 4, 2012  
C&T Bldg Room 111 9:00 a.m.

Present:	Barber Tim	Diegel Theresa	Kalista Luke
	Bauer Karen	Fricke Matt	Kedrowski Angela
	Behrmann Nikki	Funkhouser Dave	Krueger Lori
	Beyer Jeff	Gilbert Ryan	Manis Bill
	Braun Shelly	Greenwood Dean	Riesterer Bill
	Brennan Bridget	Greenwood Kathy	Schetter Gregg
	Coenen Katie	Griepentrog Susie	Schneider Scott
	Crowley Nancy	Henrickson Rick	Sheahan Ann
	Dick Tony	Hermann Rob	Ziegelbauer Bob

Chair D. Funkhouser called the meeting to order at 9:02 a.m. Motion by B. Manis, seconded by R. Henrickson to approve agenda and previous minutes; motion carried.

#### Public input

Nikki Behrmann, Dispatcher – The dispatchers were all asked to sign a letter from JDC management. There are a lot of problems in the Joint Dispatch Center. The dispatchers are coming to the JD Board for assistance in mending a union and management working relationship, training and work conditions. The dispatchers did attempt to go through management.

N. Behrmann explained the rotation of shifts. The dispatchers are being scheduled on days off. They are all very frustrated. They have attended board meetings, voiced problems, and nothing has been addressed.

#### Dispatch Center/communication project update – J. Beyer

Next Monday we will be testing frequencies. All field tests will be done allowing a week to present to the county. April 23 to May 2 will be a “burn-in” stage to test new frequencies. May 22 we expect to go to full time use of all frequencies. We will set up specific times of new frequencies to make sure everything is programmed in all portables correctly.

On May 22 all cutovers will start. On September 1 all cutovers will be done. We would like this project finished by the end of the year.

Law enforcement will be running an 800 MHz tabletop tomorrow, April 5, with a bridge/patch. The above dates could be impacted if problems develop. T. Dick believes we should run a tabletop to see if we have gaps in communication. Franks Radio will be on hand. We will be developing policies and procedures accordingly.

#### JDC update – A. Kedrowski

We have two new part time dispatchers starting, one on April 18 and the other new dispatcher one month later. A third will start June 18. Start dates are staggered to accommodate training.

We have various training coming up: refresher for the dispatchers that will be involved with the Point Beach exercise; May 15 we start the Motorola training; and we will be training with the Courthouse alarm system. We also will be training and testing new PBNP sirens. Change to sirens.

#### Aegis/CAD

L. Kalista - We have cleared up the outstanding issue from the January rip-n-runs (5 status changes). The I.S. Dept has a few things to finish and install in the back-up Joint Dispatch Center. He and M. Fricke will be attending the conference in Chicago. May 15, I.S. is planning on virtualizing the Aegis environment by taking servers and putting them on virtual servers.

M. Fricke – We're getting quotes on Pro QA for the backup Joint Dispatch Center which will require two licenses.

On Tuesday, April 10, Aegis will be down for approximately 1-1/2 hrs for map updates and server updates. We will be adding a new module. CAD maps will be extended for roads going north and south.

Unresolved law enforcement procedural issues – D. Funkhouser

- a. CCAP – up and running. The D.A. did come over and go through training with the JDC supervisors and there have been no issues so far.
- b. Dispatcher training – D. Funkhouser said this is a carry-over from the last JD Board meeting. N. Crowley said any additional training requested by a dispatcher is available at any time. JDC supervisor Paul Hacker has been working on additional and future training.

A. Kedrowski said with the 800 MHz system training coming up, the JDC supervisors have built in additional time for the dispatchers to get comfortable with it.

CCAP training was included with the NICE recording system training.

K. Coenen said they received the letter from management to sign and didn't feel that was the time to sit down and speak of any lack of training or any other issues.

L. Krueger said their training was 5 minutes on CCAP and she is not comfortable with the NICE system and goes into the system and has taught herself.

N. Behrmann said there are other items in their department they haven't been trained on: radar, camera system.

The NICE system is the recording system at each console, they are able to playback the last 8 hrs of recording, however it does not playback what the dispatcher said on the radio.

Dispatchers said they have sent emails to management regarding lack of training with either no response or response was the supervisors weren't given training either. The dispatchers no longer do ride-alongs, don't go to fire departments. There are still some dispatchers who have not been evaluated on their monthly EMD evaluations.

N. Crowley said they have a lot of training going on, or are in the process. We are adding new procedures and equipment. It will remain busy into the next year. If there are items the dispatchers want addressed, the invitation is always there. Some training is voluntary, some is mandatory.

B. Manis suggested dispatchers list the kinds of training they want and give to management to act on, but N. Crowley said the dispatchers have always had the opportunity to go to the supervisors to request additional training.

A. Kedrowski said training records/files are kept for each dispatcher.

MPD and MFD each explained their way of managing department training, including additional employee requested training. Chief Dick said it depends on the kind of training requested, and if it can be handled within the department. The department also schedules quarterly training.

Chief Manis said they put together an annual training calendar so employees know what training is coming up. There's also a Safety Committee made up of management and union employees. This Committee comes up with solutions and is a good way to make departments/staff work together.

At MFD, management has an open door policy. We have a large chain of command, if you don't get satisfaction towards the bottom of the chain, work your way up. Come to me with the solution, not just the problem.

N. Crowley said we are looking into training at the console work station, i.e. on-line classes, webinars, etc.



D. Funkhouser repeated from last month – this disconnect between JDC management and the dispatchers has to be resolved. Need better communication.

B. Ziegelbauer said he has confidence and gives his full support in the people who are managing the JDC department. There have been a lot of changes in this department, patience is needed with all the changes that have taken place, and we are moving forward. We are putting a priority on training and are aggressive in supporting the high quality of service to the community.

L. Krueger said they embrace change, however strongly believes the department should first address the problems and issues and get them resolved.

#### MABAS implementation – B. Manis

He passed around the evaluations the dispatchers filled out from the MABAS training in February. All the dispatchers except one, went through the training, conducted by the State.

We're discussing setting up a practice station in the Dispatch Center so when the dispatchers have downtime, they can practice at this station. All 21 fire departments have signed on to MABAS. The next MABAS drill is April 18 at the Branch Fire Station, 7:00 pm.

We are looking at how to make the radio system work with MABAS. We are working with I.S. and Motorola. It will be a single button implementation. We are setting up policies and procedures with N. Crowley. The earliest to go live might not be until end of year.

#### Point Beach Nuclear Plant exercise – N. Crowley

Our next full scale exercise is with Point Beach on Tuesday, April 17. On Monday, April 16, we will have the Reception Center exercise at the Highway Dept. FEMA evaluators and controllers will be here.

#### Statewide System Management Group – J. Collins

No report.

#### Discussion/recommendation regarding concerns from JDC dispatchers – D. Funkhouser

General comments: Encourage management and dispatchers to work together over the next 60 days and report back. B. Riesterer doesn't feel the JD Board should be involved. D. Funkhouser said the Board has limited power, but being a user, a taxpayer, and Police Chief of a City, he has vested interest.

R. Hendrickson said after the new County Board of Supervisors is seated, he does plan to bring this up to the Public Safety Committee as he does have concerns. JD Board members were in favor of referring the concerns of the dispatchers and management to the Manitowoc County Public Safety Committee. R. Hendrickson agreed to bring these concerns forward to his committee and will report back to the JD Board.

T. Dick brought up the high rate of turnovers in the Joint Dispatch Center. This would be a concern for user groups. He asked if there are any issues that are a danger to the public. (Note: Turnovers in past year have been retirements and 1-transfer to another department).

K. Bauer said the paging system. She dispatched for an accident with multiple ambulances and said she was fortunate another experienced dispatcher was on duty that could help her with the call.

The JD Board agreed the issue of scheduling is between JDC management and dispatchers, but also agreed both sides need positive communication.

A motion was made by S. Schneider, seconded by B. Manis to look at addressing and improving communications, and establishing guidelines, and improving relationships; motion carried.

Motion by B. Manis, seconded by R. Henrickson to adjourn at 10:20 am; motion carried.



**MANITOWOC COUNTY  
JOINT DISPATCH BOARD  
AMENDED MEETING NOTICE**

DATE: JULY 11, 2012

TIME: 9:00 A.M.

PLACE: MANITOWOC COUNTY COMMUNICATIONS & TECHNOLOGY BLDG.  
ROOM 111, 1024 S. 9<sup>th</sup> ST., MANITOWOC, WI 54220

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1. Approve agenda and previous minutes
2. Public input (public comments limited to 5 minutes each speaker)
3. Discussion of agency agreement and management control – S. Rollins
4. Communications project update – J. Beyer
5. JDC updates - JDC Supervisor
6. CodeRed Agreement – N. Crowley
7. Aegis/CAD update – I.S. Dept.
8. Unresolved law enforcement procedural issues – D. Funkhouser
9. JD Board appointments representing:
  - a. Manitowoc County EMS Association
  - b. Manitowoc County Firefighters Association
10. MABAS implementation – B. Manis
11. Statewide System Management Group Committee – J. Collins
12. Discussion and recommendation regarding concerns from JDC dispatchers
13. *Dispatch services survey – B. Manis*

Date: July 2, 2012

*Amended: July 6, 2012*

Dave Funkhouser, JD Board Chairman

By: Mary Herzog, Confidential Program Manager

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**JD Board Meeting**  
**Wednesday, July 11, 2012**  
**C&T Bldg Room 111 - 9:00 a.m.**

Attendance: Chairman Dave Funkhouser, Supervisor Rick Henrickson, Bill Manis, Kevin Siehr, Scott Schneider, Joe Collins, Tim Barber, Rob Hermann, Bill Riesterer, Tony Dick

Also present: Bridget Brennan, Matt Fricke, Steve Rollins, Jeff Beyer, Paul Hacker, Bob Ziegelbauer, Nancy Crowley, Nicole Behrmann, Katie Brull, Theresa Becker, Brian Kohlmeier,

**Call to order:** Chairman Funkhouser called the meeting to order at 9:01 a.m. Motion by Tim Barber, seconded by Joe Collins to approve agenda and previous minutes; motion carried.

**Public input**

Chairman Funkhouser called three times for public input. As no one wished to speak, public input was closed.

**Discussion of agency agreement and management control – Steve Rollins**

It has been our understanding that the agreement the County has had in place since the JDC was established functioned as a management control agreement. After talking with the Department of Justice and their having had a chance to review it, they told us that it doesn't meet their requirements. We have the sample agreement that's provided out of the Department of Justice Crime Information Bureau. What we've been told is that we are able to make changes to that. There are a couple of things that we need to look at prior to the next JD Board meeting. We'll have a new or a revised draft which we'll send to the Department of Justice for their approval.

Since the Joint Dispatch Center is a stand-alone County Department, Department of Justice rules state there needs to be a law enforcement agency that's providing sponsorship. In preliminary discussions I had with our Sheriff's Department, they are willing to serve as the agent to sign the management control agreement to provide that law enforcement management control. That doesn't take anything away from what's in the Joint Dispatch Agreement. The one thing we'll need to look at is the provision in the Joint Dispatch agreement that says that the Joint Dispatch Center cannot be under any county department or other law enforcement agency. There is a tension between the agreement we've got and what the Department of Justice is requiring. I'll be working with Department of Justice to address that concern.

The other item we are required to have is called an indirect agency access agreement. We've drafted that up and circulated around the Sheriff's Department and signed on to that.

**Communications project update – Jeff Beyer**

At this time, we are operating on both the old and new systems through September 1, and departments are in the process of moving from the old frequencies to new and narrow banding their equipment.

Jeff Beyer answered communications questions from some Committee members.

**JDC updates – Paul Hacker, Supervisor**

- New hires – In the last few months, we have hired three part time dispatchers. All three are in various stages of training, and we are currently in the process of second interviews to hire a fourth part time dispatcher to replace a July 1 vacancy. We hope to have that person in training by mid-August.
- We will be sending a couple dispatchers to the CIB Conference in September.
- We will be sending a couple dispatchers to the NENA Conference in October.
- We placed a suggestion box in dispatch. Restrictions for suggestion box: Whomever puts a suggestion in the box needs to identify themselves; if they put a problem/complaint in the box, we also ask they put a solution/resolution along with it.

- We created a communications group made up of three supervisors and six dispatchers to discuss changes and concerns. We meet every other month. We've met once so far, and meet again mid-July.

Chairman Funkhouser commented the ride-alongs the new dispatchers do as part of their training curriculum, is fantastic. This gives the dispatcher the opportunity to visually see areas in the County, and are familiar with them when they then dispatch.

### **CodeRED – Nancy Crowley**

CodeRED is basically a high speed notification system. We just signed the contract for the second half of the year. We're in a joint agreement with Kewaunee County, which saved us both several thousand dollars. The nuclear plant is picking up the tab on this project which is about \$22,000 per year. Manitowoc County and the nuclear plant have sole access to the passwords for CodeRED. Other departments, like law enforcement, perhaps the schools, and others with an acceptable message, would be able to access it through the County's password. We will be doing public outreach, news releases, etc. CodeRED will be doing the data entry of numbers, but the community will also be capable of entering cell and other numbers using a County website link.

Bill Manis stated another recall system is Esponder that is available through the State at no charge to the user. There are template messages and you can set up escalating groups. Esponder will send a text message, email, and up to three phone numbers for each person. It's a two hour class and an instructor from the State will come to Manitowoc to teach the class, also at no charge. Call Bill for more information.

### **Aegis/CAD – Matt Fricke**

A few staff members from the IS Department attended the New World Conference in May. There were some items at the conference on how to improve mobile functionality at the PD and other locations. We networked with other agencies, asking how New World is working for them, what issues they had. There is a new user group working for Wisconsin. We have a new sales manager that we believe will be more helpful than our previous manager. Our response times should improve, etc.

In JDC, we are looking to rewire the consoles. We finished console 2 and will tidy up some other ones.

We have a meeting coming up for the use of global jackets in CAD with dispatchers. The data is going to influence other agencies, so we want to make sure the data is correct. Some map updates and beats were not updated in a few EMS layers. We're working on updates this week.

### **Unresolved law enforcement procedural issues – Chairman Dave Funkhouser**

This is closure to previous issues and to ensure there are no further issues with CCAP between law enforcement and JDC; Chairman Funkhouser asked for this item to be removed from agenda.

### **JD Board appointments – Chairman Dave Funkhouser**

Chairman Funkhouser reported the Manitowoc County EMS position on the JD Board is up for reappointment. The names of Kevin Siehr, regular member, and Dave Murack, alternate, will be forwarded to County Exec Bob Ziegelbauer to be reappointed at the next County Board meeting to a two year term, expiring August, 2014. Kevin Siehr was asked to submit a letter of confirmation from the EMS Association to the JD Board secretary.

Chairman Funkhouser stated Kevin Timm, representing the Manitowoc County Firefighters Association on the JD Board stepped down and was replaced by Chief Scott Schneider from Two Rivers Fire Department, regular member, and Gene LeClair, alternate. This will also be forwarded to County Exec Bob Ziegelbauer for appointment at the next County Board meeting.

### **MABAS implementation – Bill Manis**

Next MABAS meeting, July 18, 7:00 pm in Collins. Updating final draft on box cards. We have been practicing tabletop drills for the dispatchers and supervisors that have attended. We're currently working on a countywide rehab policy. We have a conference coming up that includes a dispatch track. I sent the

information to the JDC Supervisors. MABAS Wisconsin has a dispatcher tier where the dispatchers get together to talk about pros/cons, what they've learned, etc.

Bill Manis will continue to work through the supervisors for MABAS training with JDC staff, but would prefer to train in the summer.

#### **Statewide System Management Group Committee – Joe Collins**

Joe Collins distributed PowerPoint presentation on SSMG Technical Workgroup Report. 78 of the sites are up and running. Milwaukee's 800 MHz has received their equipment. 6,000 subscribed units are activated at this time. When Jeff Beyer was talking about the roll backs, that's when the ISSI is delivered to all of the counties. Several counties are actually using the entire statewide system as their operating network for all dispatch.

Future updates will come through either requests or Brian Kohlmeier as Joe Collins will be stepping down from this Committee.

#### **Discussion and recommendation regarding concerns from JDC dispatchers – Chair Dave Funkhouser**

Supervisor Rick Henrickson said they listened to the dispatchers concerns, met with Nancy Crowley, Sharon Cornils, and Bob Ziegelbauer, and the previous evening toured the JDC Dispatch Center. One of the biggest problems is staffing. There are three new part time dispatchers in training right now to address the staffing situation. Ongoing training is taking place. The Public Safety Committee will continue to monitor the progress in the Dispatch Center.

#### **Dispatch services survey – Bill Manis**

Bill Manis suggested Manitowoc County JDC survey its customers. He will send suggestions on a survey for law enforcement, fire, EMS to the JDC Coordinator. Once the survey has been prepared, it will be sent to the chiefs and directors who may share it with their staffs as they deem fit. Suggestions on survey content from JD Board members are also welcome.

Motion to adjourn at 9:55 a.m. by Supervisor Rick Henrickson, seconded by Scott Schneider; motion carried.

minutes 7-11-12



## **MANITOWOC COUNTY JOINT DISPATCH BOARD MEETING NOTICE**

**DATE:** OCTOBER 3, 2012

**TIME:** 9:00 A.M.

**PLACE:** COMMUNICATIONS & TECHNOLOGY BUILDING, ROOM 111  
1024 S. 9<sup>th</sup> STREET, MANITOWOC, WI 54220

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the board may convene in closed session. The following matters may be considered and acted upon at the meeting:

1. Approve agenda and previous minutes
2. Public input (public comments limited to 5 minutes each speaker)
3. Management control agreement – N. Crowley
4. Communications project update – J. Beyer
5. SCIP implementation council – J. Beyer
6. JDC updates - JDC Supervisor
7. CodeRed update – N. Crowley
8. Aegis/CAD update – I.S. Dept.
9. MABAS update – B. Manis
10. Hiring part time dispatchers – N. Crowley
11. Dispatch services survey update – B. Manis

Date: September 19, 2012

Dave Funkhouser, JD Board Chairman

By: Mary Herzog, Confidential Program Manager

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's office at 920-683-4003 at least 24 hours before the meeting begins so that appropriate accommodations can be made.

Persons who are members of another governmental body, but who are not members of this commission, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties, or responsibilities of any other governmental body.

**JD Board Meeting**  
**Wednesday, October 3, 2012**  
**C&T Bldg Room 111 – 9:00 a.m.**

Present: Chairman Dave Funkhouser, Rob Hermann, Dave Murack, Scott Schneider, Joe Collins, Tony Dick, Bill Manis, Tim Barber

Also present: Brian Kohlmeier, Connie Bashaw, Matthew Fricke, Bridget Brennan, Jeff Beyer, Nancy Crowley

**Call to order:** Chairman Funkhouser called the meeting to order at 9:00 a.m. Motion by J. Collins, seconded by B. Manis to approve agenda and previous minutes; motion carried.

**Public input:** Chairman Funkhouser called for public input three times. No one was present for public input and it was closed.

**Management Control Agreement:** N. Crowley reported this Agreement has been drafted by Corp Counsel Steve Rollins and is required by the State of Wisconsin. The purpose of this Agreement is to establish the minimum required oversight between JDC and a law enforcement agency. The Sheriff's Dept will be the oversight agency. A copy of the signed Agreement will be sent out with these Minutes to each JD Board member.

**Communications project update** – J. Beyer reported all of the old radio equipment has been turned down and being removed. The old tower next to the Jail is down. We are getting the contract signed to turn the Viebahn Tower over to the City. Saxonburg Tower is going to be turned over to Pravecheck.

We are finishing up loose ends, we have a couple areas on the VHF side where we have a little bit of weak coverage. We're trying to address those and review those. The gateway's in the process of being put up. The second option for VHF police activities is the Emergency Government repeated channel as per our last meeting that we had. That one has been up and running for the last 1-2 months. Basically everything's been moving along per what we had hoped. The gateway's moving behind schedule because we're a little bit late taking down the old frequencies. That is because of equipment issues. We had some agencies that were lost along the way, State agencies that we had to work out some details with, so that delayed taking down the frequencies at the end as well.

B. Manis asked if J. Beyer had an estimated date when the gateway will be up, J. Beyer did not get that from J. Frank.

Chair Funkhouser expressed numerous concerns about not being made aware that the Sheriff was going to switch frequencies. One of his officers was in Manitowoc and used the frequency and found out it didn't work. B. Brennan said that's also how Manitowoc PD found out. Two Rivers PD said they found out through the email "train" and one of their lieutenants went out and found that there were some problems. Chair Funkhouser followed up with Jeff Frank, he indicated he was told to order the equipment last Wednesday, and then told not to order the equipment.

Jeff Beyer said he signed the purchase order for the equipment four months ago. A hold was put on the equipment a day or so to look at an additional frequency to put on that tower. Chief Funkhouser said they have no communications capability in Kiel outside their City limits. He tested it today, testing with dispatch on his way here, they could hear him, but he heard no reply.

J. Beyer discussed using the Emergency Management frequency until the new system is up and running. Chair Funkhouser was unaware of using that frequency. Members are concerned about taking down frequencies without having a back-up. Jeff said we talked about using the E.M. frequency at the last meeting. The Emergency Management channel has been available for some time now. Jeff said the gateway channel couldn't start to be worked on until they took down the old system, as far as putting it up and programming, because we're reusing some frequencies.

J. Beyer will reactivate Sheriff's old frequency on the Cato tower until the new equipment comes in, which should be approximately 3-4 weeks. Jeff gave out the transmit and receive frequencies for the Emergency Management channel. He will send out the PL code.

Chair Funkhouser asked for more frequent updates, weekly or biweekly, on the communications project (changeovers, switchovers, etc.) from J. Beyer instead of waiting for the quarterly JD Board meetings. Jeff said he will send out more updates when changes will be occurring.

So far, the 800 frequency is working okay. There have been some clarity issues.

**SCIP implementation council** – N. report from J. Beyer

**JDC updates:** C. Bashaw reported we received 177 applications for the two part time dispatch positions. Those applicants will now have to pass a test to go on to the next step in the hiring process.

Our newest dispatcher, Dan, has completed his three month training and is now dispatching on his own.

One suggestion on radio issues that would help dispatch is when you do leave your area or you're going to respond over someone else's frequency, to state what agency you're from and that you're going to communicate over whatever frequency you're communicating over. We're not always looking at our radios, we're not always seeing the flash of where you're communicated and so you can get lost and the dispatcher is not sure which one to respond on. If you could pass that on to your staff. Switch over to county frequency for county calls.

We haven't done testing at the back-up center yet, however, we will be setting up a schedule to do that soon. You should not notice any difference in coverage from either location.

**CodeRED update** – N. Crowley reported Emergency Management is completing the database, particularly for cell phones, which is not automatically entered into the database as is landline residential phones. We have a blitz coming up in October and November with billboards, Herald Times Reporter, and encouraging people to go to their County website and enter their data.

**Aegis/CAD update** – M. Fricke reported they rewired consoles in dispatch. Also doing monitor layout and testing, doubling up screens they have so they can better see the information on maps, radios, etc.

We have a User group meeting we will be attending which includes groups from Minnesota, North Dakota, and Wisconsin. We'll be networking with these agencies to improve our use with Aegis/New World Systems.

We're looking at printing field reporting for Two Rivers. I'm waiting for confirmation on a couple things before we turn that feature on.

Everything else has been stable. We're keeping up on maintenance on the servers, there's been less downtime if we do have to bring the servers down.



Dodge County has now purchased the Aegis/New World Systems.

N. Crowley said the two Aegis staff, Matt Fricke and Luke Kalista, have been doing an outstanding job on assistance and support for our needs.

**MABAS update** – B. Manis reported the MABAS exercise was held September 5. Numerous agencies participated in the exercise. Objective was to test the fire ground operations and communications and to work off of actual MABAS box cards. If anyone would like a copy of the MABAS exercise report, call Bill Manis at MFD Station 1.

The next MABAS drill is November 3 in Valders.

**Hiring part time dispatchers** – N. Crowley reported a couple of the part time dispatchers we last hired had quit toward the end of their three month training period. One accepted a full time position at Brown County Dispatch where she lived and the other one decided she didn't want the position. This has put our overtime budget into a catastrophic situation, but Bob understands that.

**Dispatch services survey update** – B. Manis reported he met with two JDC supervisors. We decided to survey law enforcement first because they are the most active group on the dispatch system. We will be presenting some of the questions to this group next week at their meeting. We're keeping it less than 20 questions, i.e. how end users feel, what would they like to see, and then we'll look at the data together.

N. Crowley reported we've been seeing progress on mood, attitude in dispatch. Their communications committee is discussing meeting every 6 weeks instead of 8 weeks.

Motion by S. Schneider, seconded by J. Collins to adjourn at 10:10 a.m.; motion carried.

MINUTES 10-3-12