



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Thursday, January 2nd, 2020
TIME: 9:00 a.m.
PLACE: Communications and Technology Building
Room 111/112
1024 South 9th Street
Manitowoc, Wis.

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 at the meeting:

1. Call to Order
2. Roll Call / Introductions
3. Approve Minutes of the October Meeting
4. Public Comment
5. Update from Emergency Services Department
6. Update from Public Works Department
7. Discussion on Fluid Cleanup Policy
8. Discussion on Fire Departments at Injury Accidents
9. Next Meeting Date April 2nd, 2020
10. Adjourn

Date: December 23, 2019

Theresa Becker, Chairperson
Prepared by: Travis Waack
Emergency Services Director

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 committee, 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.

JOINT DISPATCH BOARD
Communications & Technology Building
1024 S. 9th St., Manitowoc, Wis.
January 2nd, 2020

Attendance: Manitowoc County Emergency Medical Services Association Chairperson Theresa Becker, Kiel Police Chief Dave Funkhouser, Kiel Ambulance Todd Olig, Manitowoc County Fire Association Chief Chris Dallas, Two Rivers Police Department Chief Joe Collins, Two Rivers Police Department Assistant Police Chief Brian Kohlmeier, Manitowoc Police Assistant Chief Rob Barbier, Manitowoc County Sheriff Dan Hartwig, Manitowoc County Communications Engineer Bill Jones, Manitowoc County DPW Director Gerry Neuser, Manitowoc County Information System Manager Kody Burg, Manitowoc County Aegis Systems Administrator Scott Blumreich, Manitowoc County Aegis Systems Administrator Ashley Smits, and Manitowoc County Emergency Services Director Travis Waack, and Various Representatives of the Manitowoc County Firefighters Association

Call to Order: The meeting was called to order by Chairperson Theresa Becker at 9:00 a.m.

Current Agenda and Minutes of Prior Meeting: A motion was made by Chief Funkhouser and seconded by Chief Dallas to approve the agenda and minutes of the October meeting. The motion passed unanimously.

Public Comment: No one present wished to speak, therefore public input was closed at 9:02 a.m.

Update from Emergency Services Department: Director Waack shared an update on JDC staffing, stating that they currently have had two resignations since the October meeting and one individual that voluntarily dropped out of training. However, all open positions have been filled with one currently in training and two starting in January. Waack reported that dispatch centers around the country are having the same issue and that the number one reason for leaving given by employees in exit interviews is in schedule. Waack also stated that despite the vacancies in 2019, the JDC Supervisors have taken a large number of shifts, which has significantly reduce the number of order-ins that is typically seen during periods of vacancies and that has reduced some stress on the staff.

Waack also reported that training of the Supervisors on the dispatch floor is complete with all three supervisors completing at least one month of training.

Waack also reported that a new Program Manager will be starting in the Emergency Services Office. Kayla Beckerdite will be starting February 3rd and will be focusing on emergency management duties with some project management in the JDC.

Waack also reported that the JDC Operations Room is complete and available for use by agencies. This will likely be activated during small incidents when a full EOC activation would not be appropriate.

Waack also reported that the new radios have all been installed in the Command Post and the CAD consoles are with IS waiting for configuration. This will give the JDC significant backup capabilities outside the buildings on S 9th St if needed and offer field dispatching capabilities to the agencies for large or special events.

Waack also reported that the Fire Association approved the use of eMABAS at a special meeting in December. This tool will allow for the electronic creation, maintenance, and dispatching of MABAS cards during larger fire incidents, mass casualty incidents, and disasters. Implementation in the JDC is planned for March or April.

Waack also reported that the Emergency Services Department has made several investments in interoperable communications equipment, including portable gateways and cache radios. Waack requested that departments with individuals interested in radio communications should let him know so more people can be trained on deploying and using the equipment.

Finally, Waack shared that emergency management grant funds were used to purchase 500 safety vests, wrist bands, PPE, and other volunteer management equipment that would be available to agencies for using during wide area searches or other activities where a large number of volunteers need to be identified and equipped.

Update from Public Works Department: Communications Engineer Jones shared that updates to the radio system that started in 2019 are complete. A few bugs are being worked out with the recording system.

IS Manager Burg shared that Tyler Technologies was on site to discuss upgrades to 2019.2 and other new products. An upgrade is planned from 2017.2 to 2019.2. Burg also shared that all the dispatch consoles have been updated to Windows 10 and encouraged agencies to do the same.

Discussion on Fluid Cleanup Policy: Sheriff Hartwig raised the issue of fire departments being dispatched for minor fluid clean up after vehicle accidents that have resulted in a large number of personal vehicles on the scene. Director Waack shared that it is currently the policy of the JDC to dispatch the fire department when fluid leakage is known, but that he would be open to changing that policy if the fire departments were in agreement. Fire Association Representative Chief Dallas and several departments in attendance stated that they did not want to be dispatched for fluid cleanup. A consensus was reached that fire departments will only be dispatched for fluid cleanup if requested by law enforcement on scene. Waack will implement this policy in the JDC and Dallas will notify the departments.

Discussion on Fire Department at Injury Accidents: Chief Dallas raised concerns that there are still some instances where fire departments are not being automatically dispatched to injury accidents. Additional concerns were raised by the group about the number of personal vehicles being brought to the scene by volunteer fire departments when they are dispatched and Chief Dallas said the Fire Association could address this.

Director Waack stated that this has been an ongoing training emphasis in the JDC over the past year and significant improvement has been seen, which was acknowledged by Chief Dallas. Waack emphasized that departments must let him know directly via text, email, phone, etc. when this happens with a date and approximate time so individual feedback can be provided to those making the mistakes. Waack noted that the request has been communicated with the Fire Association leadership on multiple different occasions in the past.

Next Meeting Date: April 2nd, 2020

Adjournment: A motion was made by Chief Collins and seconded by Sheriff Hartwig to adjourn. The motion passed unanimously and the meeting was adjourned at 9:56 a.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Travis Waack". The signature is fluid and cursive, with a large initial "T" and "W".

Travis Waack
Director
Manitowoc County Emergency Services Department



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Thursday, July 2nd, 2020
TIME: 9:00 a.m.
PLACE: Zoom Video Conference

Members of the public may attend the meeting on Zoom at the following link or by dialing in:
URL: <https://zoom.us/j/97534584077?pwd=OFRKQ3U2eXVoelc2MnF4Z2RmZXJXUTQ9>
Dial: +1 312 626 6799 or +1 646 558 8656 or +1 301 715 8592 or +1 346 248 7799
or +1 669 900 9128 or +1 253 215 8782
Webinar ID: 975 3458 4077
Password: 802566

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1. Call to Order
2. Roll Call / Introductions
3. Approve Minutes of the January Meeting
4. Election of Chair & Vice Chair
5. Update from Emergency Services Department
6. Update from Public Works Department
 - a. Information Systems
 - b. Communications
7. Next Meeting Date October 1st, 2020
8. Adjourn

Date: June 22, 2020

Theresa Becker, Chairperson
Prepared by: Travis Waack
Emergency Services Director

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JOINT DISPATCH BOARD
Zoom Video Conference
July 2nd, 2020

Committee Members Present: Theresa Becker, Chris Dallas, Dave Funkhouser, Dan Hartwig, Brian Kohlmeier, and Dave Nickels

Call to Order: The meeting was called to order by Theresa Becker at 9:09 a.m.

Current Agenda and Minutes of Prior Meeting: A motion was made by Dave Funkhouser and seconded by Chris Dallas to approve the minutes of the January meeting. The motion passed unanimously.

Election of Chair & Vice Chair: Chris Dallas was promoted to Chair from the position of Vice Chair as is tradition. Nominations for Vice Chair were called for three times. Dave Funkhouser nominated Theresa Becker seconded by Brian Kohlmeier. The motion passed unanimously and Theresa Becker will serve as Vice Chair.

Update from Emergency Services Department: Travis Waack provided an update on the department. A jaws unit recommendation was recently added to the call for service screen in CAD, making it more visible to the dispatchers. eMABAS was also recently implemented in the JDC. eMABAS is a computer system that automates dispatching mutual aid box alarm (MABAS) fire calls. Kiel Fire & Ambulance recently switched from the Kiel radio system to Manitowoc County Fire Main in an effort to streamline dispatch communications and enhance their radio coverage. Finally, responders continue to be alerted to possible COVID-19 cases via enhanced questioning and alerts to addresses with confirmed positive COVID-19 cases.

Chris Dallas inquired on the EMD training status of new dispatchers due to COVID-19. Travis reported that all in-person trainings were cancelled by the academy, but our new staff were enrolled in one of the first online sessions and recently passed their EMD exam. They will be fully certified shortly once the certificates are received and seating chart alterations have been made for the time being to accommodate for this.

Update from Public Works Department: Bill Jones reported on recent radio interference being caused by a construction GPS system in the northern part of the County. A site paging feature was also added to Manitowoc County Fire Main that can be used during a total system failure to page rural fire departments. This is an important enhancement for continuity of operations. Finally, work is scheduled on the Cleveland water tower that will impact the County's radio system antenna at that location. However, the construction crew will temporarily lift the antenna to help ensure the site stays on the air during the work period.

Next Meeting Date: October 1st, 2020

Adjournment: A motion was made by Brian Kohlmeier and seconded by Dan Hartwig to adjourn. The meeting was adjourned at 9:24 a.m.

Respectfully submitted,



Travis Waack
Director
Manitowoc County Emergency Services Department



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Thursday, October 1st, 2020
TIME: 9:00 a.m.
PLACE: Zoom

Members of the public may attend the meeting on Zoom at the following link or by dialing in:

URL: <https://zoom.us/j/91503843756?pwd=SmlYSTJlM0s0TEM4cWtrRW5JVmR3UT09>

Dial: +1 301 715 8592 or +1 312 626 6799 or +1 646 558 8656 or +1 253 215 8782
or +1 346 248 7799 or +1 669 900 9128

Webinar ID: 915 0384 3756

Password: 122835

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1. Call to Order
2. Roll Call / Introductions
3. Approve Minutes of the July Meeting
4. Proposed Elimination of Simulcasting Fire/EMS Pages to Law Enforcement
5. Proposed Use of County "All Call" Page for Working Still Fires
6. Update from Emergency Services Department
7. Update from Public Works Department
 - a. Information Systems
 - b. Communications
8. Next Meeting Date January 7th, 2021
9. Adjourn

Date: September 24, 2020

Chris Dallas, Chairperson
Prepared by: Travis Waack
Emergency Services Director

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JOINT DISPATCH BOARD
Zoom Video Conference
October 1st, 2020

Committee Members Present: Robert Barbier, Theresa Becker, Chris Dallas, Dave Funkhouser, Paul Granger, Dan Hartwig, Brian Kohlmeier, and Supervisor Nickels. Other invited non-committee members were in attendance.

Call to Order: The meeting was called to order by Chris Dallas at 9:00 a.m.

Current Agenda and Minutes of Prior Meeting: A motion was made by Brian Kohlmeier and seconded by Dave Funkhouser to approve the minutes of the July meeting. The motion passed unanimously.

Proposed Elimination of Simulcasting Fire/EMS Pages to Law Enforcement: The City of Manitowoc Police Department has proposed eliminating the simulcast of Fire/EMS pages on the law enforcement main channels. Travis Waack reported that this needs to be a change for all Law Enforcement channels to standardize procedures. He also reported that dispatch would continue sending officers to calls clearly requiring an officer respond and would notify the shift commander of all others. Connie Bashaw noted that because law enforcement won't know when dispatch is paging, there may be times when they are tied up for a few seconds and unable to answer law enforcement radio traffic. A motion was made by Dan Hartwig and seconded by Dave Funkhouser to make a recommendation to move forward with this policy change for all law enforcement main channels. The motion passed unanimously. Dispatch will begin implementing this change.

Proposed Use of County "All Call" Page for Working Still Fire: The County Fire Association took an advisory vote at their last meeting requesting dispatch use the "County All" tone for all working still fires. Travis Waack reported a concern that this will page, potentially in the middle of the night, every firefighter and EMS provider in the County for every working still fire, even if they are not being called to it, but that he had received no formal concerns about this to date following communications with the Fire and EMS Association. The Fire Association will take up this item again at their November meeting for final concurrence. A motion was made by Chris Dallas and Theresa Becker supporting the proposed change. The motion carried unanimously. Dispatch will wait for final concurrence at the November Fire Association meeting before implementing.

Update from Emergency Services Department: Travis Waack provided an update on the department. Considerable time is being spent supporting the Health Department for the COVID-19 response, so less time is available for projects in the JDC. However, the eMABAS project is moving forward with a few glitches being corrected by the vendor. Overall the software is performing well. Kiel Fire/EMS has also completed their migration to County Fire Main.

Travis Waack reported that positive COVID-19 cases continue to be flagged in CAD with a two week look back to EMS or law enforcement contact. This has flagged many responses and identified multiple potential contacts in the past few weeks. However, with the significant increase in cases all responders are highly encouraged to take precautions on all calls.

Update from Public Works Department: Kody Berg reported that CAD has been upgraded to 2019.2 successfully with yearly upgrades planned to keep the software up to date. Additionally, the Manitowoc Fire Department is moving forward with Crewforce. Bill Jones reported the bi-annual software updated is planned for next year on the radio system. This will not impact users aside for some very brief (less than 90 second) outages during the upgrade that will be accounted. Bill also shared that the Cleveland water tower is being painted, which has caused some issues with our antenna and microwave link; however, he is monitoring it daily and fixing issues as they come up.

Chris Dallas inquired about the radio interference. Travis Waack reference the email he sent to the Fire and EMS Associations on September 2nd indicating that nothing can be done to prevent pagers from hearing the interference directly from Michigan. Fire Department units should use portables or PL protected pagers to monitor without interference.

Next Meeting Date: January 7th, 2021

Adjournment: A motion was made by Theresa Becker and seconded by Dan Hartwig to adjourn. The meeting was adjourned at 9:39 a.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Travis Waack', written in a cursive style.

Travis Waack
Director
Manitowoc County Emergency Services Department