



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Thursday, January 4th, 2024
TIME: 9:00 a.m.
PLACE: Manitowoc County Communications & Technology Building
1024 S. 9th St., Manitowoc, WI 54220
Room 111/112

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. Public Comment
4. Approve Minutes of the October Meeting
5. Old Business
 - a. Blind Transferring Calls
 - b. Aegis Upgrader
 - c. Microwave Dish Replacement in Two Rivers
 - d. Gerry Neuser follow-up with FCC in radio interference between Benzie Co. MI and portables.
6. New Business
 - a. Supervisor's / Staff Shift Assignments
 - b. Kristi Reynolds – Replacement for Theresa Becker pending Bob's Appointment
7. Update from Emergency Services Department
8. Update from Public Works Department
 - a. Information Systems
 - b. Communications
9. Next Meeting Date April 9th, 2024
10. Adjourn

Date: December 28, 2023

Paul Granger, Chair
Prepared by: Rhonda Green
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, Room 111/112
January 4, 2024
Corrected – 1/24/2024

Committee Members Present: Ben Meinnert, James Falkowski, Paul Granger, Josh Stradal, Joe Jeanty, Dan Hartwig, and other invited non-committee members were in attendance.

Call to Order: The meeting was called to order by Chair Paul Granger at 9:00 am.

Roll Call/Introductions: Roll call was completed at 9:01 am.

Public Comment: No public was present.

Approve Minutes of October Meeting: Angela Obry brought to attention that the previous minutes had incorrect information. It is the policy that JDC staff advise Shift Commanders of all EMS calls, not just calls categorized as "Charlie" or above. A motion was made to approve the minutes by Ben Meinnert and seconded by Dan Hartwig. The minutes were unanimously approved.

Old Business: Blind transferring. Issues have improved. Joe Jeanty asked if dispatchers could call first before blind transferring in the event the office is unmanned, Angela agreed with the suggestion. There are still hiccups in the TYLER program with CAD view and reports. Mishicot EMS reports that mileage is not showing up in the Rip-N-Runs. Bill Jones reports that the microwave project is complete in Two Rivers. Chief Jeanty reports that transmission going out to his radios are clear, but transmissions are very staticky when received. The radio interference between Benzie Co. MI and portables has not been resolved. Gerry Neuser is still working with the FCC for solutions.

New Business: Kristy Reynolds sat in for recently retired Theresa Becker. Kristy Reynolds would accept the two-year position on board, however John Biely was vice president on the EMS Association and is now President, replacing Theresa. The EMS Association would have to make the decision and vote who will sit on the JD Board. Once the decision is made, the recommendation will be presented to Bob Ziegelbauer for his approval. Rhonda Green and Kristy will speak more with John about this. Joshua Stradal suggested that alternates be appointed to the JD Board Members.

Update from Emergency Services Department: Angela Obry and Connie Bashaw announced that the JDC has switched to shift assignments with supervisors and staff. Angela will be the first shift supervisor, Connie will run second shift, and Jodi Cherney will run third shift. This will aid in performance evaluations and quality assurance. Currently, there are four dispatchers in training, one recently dismissed, one is retiring in April. We currently have one opening for the upcoming retirement position. Between one and three dispatchers will be released from training within the next month to work on their own.

Connie also discussed St. Nazianz signing a contract to use Kiel ambulance and JAWS and not Valdars. GIS boundaries have been updated in CAD. Pockets of communities have expressed concerns and questions have been raised as to "What if a caller requests Valdars". Connie Bashaw stated that our policy has not, and at this time will not change and reiterated that if a caller requests a non-jurisdictional provider, the jurisdictional provider will be dispatched and advised that the non-jurisdictional provider will also be dispatched upon caller's request. Both providers can decide course of action at the location.

Update from Public Works Department: 911 will be coming in on digital from analog and will allow it to be set up for Next Gen.

Portal XL has been installed replacing the Portal 100. The system is struggling and not stable. IT has been working out one bug at a time. This is not exclusive to Manitowoc County, counties all over the state are having issues.

Next Meeting Date: ~~January~~ **April** 9th, 2024, 9:00 AM at the EOC.

Adjournment: A motion was made by Ben Meinnert and seconded by Dan Hartwig to adjourn. The meeting was adjourned at 10:00 am.

Respectfully submitted,

Rhonda Green

Rhonda Green
Director
Manitowoc County Emergency Services Department



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Tuesday, April 9th, 2024
TIME: 9:00 a.m.
PLACE: Manitowoc County Communications & Technology Building
1024 S. 9th St., Manitowoc, WI 54220
Room 111/112

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. Public Comment
4. Approve Minutes of the January Meeting
5. Old Business
 - a. TYLER Program Issues
 - b. Portal XL Issues
 - c. Radio Transmission clarity in Two Rivers.
 - d. Gerry Neuser follow-up with FCC in radio interference between Benzie Co. MI and portables.
 - e. Replacement for retiree Theresa Becker on JD Board.
6. New Business
 - a. None
7. Update from Emergency Services Department
8. Update from Public Works Department
 - a. Information Systems
 - b. Communications
9. Next Meeting Date: July 9th, 2024
10. Adjourn

Date: April 1, 2024

Paul Granger, Chair
Prepared by: Rhonda Green
Emergency Services Director

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JOINT DISPATCH BOARD
Communications & Technology Building, Room 111/112
April 9, 2024

Committee Members Present: Jason Freiboth, Paul Granger, Dan Hartwig, Joe Jeanty, Mark Knier (Teams), and Andrew Raatz for Ben Meinnert. Non-Committee members invited and in attendance were James Falkowski, Angela Obry, Connie Bashaw, Rhonda Green, Brenden Riley, Ashley Smits, Luke Kalista, and Gerry Neuser.

Call to Order: The meeting was called to order by Chair Paul Granger at 9:00 am.

Roll Call/Introductions: Roll call was completed at 9:01 am.

Public Comment: No public was present.

Approve Minutes of January Meeting: Joseph Jeanty approved January's meeting minutes and seconded by Jason Freiboth.

Old Business:

- a. Tyler Program issues still exist. Mapping CTR W and US Hwy 10, and Hwy 151 & Hwy S Need patches to correct the issue. Until then, they can be entered as a common name.
- b. Portal XL issues still exist. Portal XL is a state program that we have to use. Portal XL runs in Google Chrome. Problems continue each time Chrome updates. IT has to continually fix the issue.
- c. Radio transmission clarity in Two Rivers – Ben was not present, this will be carried over to the next meeting.
- d. Benzie County MI Radio Interference – Jerry Neuser stated that Benzie Co removed the GPS tracking from their trucks which substantially cut down the interference.
- e. Mark Knier has been appointed EMS Advisory Committee Chair and replaces Theresa Becker.

New Business:

On April 23rd from 1500 – 2300 Hrs. MTPD will be doing proactive drug interdiction throughout the City of Manitowoc. We will be utilizing two state patrol K9's and at least one MTPD K9. Traffic stops will be called out on our regular channel but any surveillance communication will be conducted on a secondary channel. We asked JDC if they would be able to have additional help that shift or possibly put their most experienced dispatcher working our console to accommodate the additional radio traffic.

Update from Emergency Services Department:

JDC has one that has been released from training and is in shadow. Nancy is coming back from part-time status to full time to cover Michelle who is retiring. Interviews start today and run through the rest of the week to replace a dispatcher who left the agency.

Rhonda Green states EMA is updating the EOP for the 2025 audit, and upcoming training within the department, to include out-of-state travels to Texas at the end of the month for Nuclear training.

Rhonda plans on putting together a steering committee for a full-scale exercise this fall.

Although this was not mentioned at the meeting, Rhonda wishes to bring to attention Telle-Communicator's Week April 14th – 20th. Please let your dispatchers know they are appreciated, (snacks are welcome).

Update from Public Works Department:

- The NG911 Upgrade Project has been completed.
- 2024 Communications projects in progress are the replacement of the VHF Base Station Quantar Units for the Manitowoc County Fire frequencies and the Motorola VHF-to-800 MHz Gateway Console for the Manitowoc County Fire Main frequency.

Update from Information Technology

- Sheriff's Office is in the process of setting up Tyler Mobile
 - Go Live is expected in July
- Mishicot Police Department is evaluating Tyler Mobile and Tyler Shieldforce
 - No ETA on decision

Next Meeting Date: July 9th, 2024, 9:00 AM at the EOC

Adjournment: A motion was made by Dan Hartwig and seconded by Jason Freiboth to adjourn. The meeting was adjourned at 09:30 am.

Respectfully submitted,

Rhonda Green

Rhonda Green
Director
Manitowoc County Emergency Services Department

JOINT DISPATCH BOARD
Communications & Technology Building, Room 111/112
July 9, 2024

Committee Members Present: Joseph Jeanty, Mark Knier (Teams), and Ben Meinnert. Non-Committee members invited and in attendance were Bill Jones, James Falkowski, Angela Obry, Rhonda Green, Ashley Smits, Luke Kalista, Danny Hang, Chris Dallas, and Gerry Neuser

Call to Order: The meeting was called to order by Vice Chair Ben Meinnert at 9:03 am.

Roll Call/Introductions: Roll call was completed at 9:03 am.

Public Comment: No public was present.

Approve Minutes of April's Meeting: Rhonda Green approved April's meeting minutes and seconded by Joseph Jeanty

Old Business:

- a. Tyler Program – No known issues as of now until next upgrade.
- b. Portal XL issues still exist. IT is managing the problem. Chrome changes the default printer settings to the last printer used. Danny is looking into a resolution for the issue.

New Business:

- a. Motorola – Bill Jones stated that the upgrade is complete. Upgrades occur every 2 years on the 800 side. The next upgrade is scheduled late fall of 2025. Plan surcharges are paid annually.
 - Bill noted that the radio outage that occurred during the upgrade was not an upgrade issue. A Generator in Maribel malfunctioned and killed the UPS and 800 radios. Plans for responding agencies to use different frequencies are in place in the event this happens again.
- b. MABAS – EMABAS 20 upgrade has data-transfer issues and is not live yet. Estimated date of going live is July 20th.
- c. RAVE mass notification system is being replaced by Everbridge January 1, 2025. Everbridge is used by other counties and Point Beach Nuclear Plant, and is a cost savings venture. There will be no cost to the county switching.

Update from Emergency Services Department:

Joint Dispatch – Angela Obry states a new dispatcher started yesterday and is in training. We are hiring for two new positions and interviews start next week. One dispatcher is leaving mid-August for firefighter/paramedic school, and two others will be on maternity leave.

Full Exercise Steering Committee is meeting July 18th at 0900 in the EOC. Exercise date as well as criteria will be discussed.

Update from Public Works Department:

- Ashley Smits states the Sheriff's Office is going live with their mobiles. They are also testing GEO-Fencing. CAD and mobile will also now be able to share NCIC responses. The next upgrade testing starts in October and plans to go live are in January 2025.

Update from Information Technology

- Luke Kalista stated the next Tyler update will be cloud-based in 2027 and looking at pricing. If we stay on Premiere, we won't get upgrades and will continue on with the way we are vs. going to the cloud where we would get upgrades.

Next Meeting Date: October 3rd, 2024, 9:00 AM at the EOC

Adjournment: A motion was made by James Falkowski and seconded by Joseph Jeanty to adjourn. The meeting was adjourned at 09:30 am.

Respectfully submitted,

Rhonda Green

Rhonda Green
Director
Manitowoc County Emergency Services Department

JOINT DISPATCH BOARD
Communications & Technology Building, Room 111/112
July 9, 2024

Committee Members Present: Joseph Jeanty, Mark Knier (Teams), and Ben Meinnert. Non-Committee members invited and in attendance were Bill Jones, James Falkowski, Angela Obry, Rhonda Green, Ashley Smits, Luke Kalista, Danny Hang, Chris Dallas, and Gerry Neuser

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Adjournment: A motion was made by James Falkowski and seconded by Joseph Jeanty to adjourn. The meeting was adjourned at 09:30 am.

Respectfully submitted,

Rhonda Green

Rhonda Green
Director
Manitowoc County Emergency Services Department



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Thursday, October 3, 2024
TIME: 9:00 a.m.
PLACE: Manitowoc County Communications & Technology Building
1024 S. 9th St., Manitowoc, WI 54220
Room 111/112

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:

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3. Public Comment
4. Approve Minutes of the April Meeting
5. Old Business
 - a. TYLER Program Issues
 - b. Portal XL Issues
6. New Business
 - a. Motorola Upgrades
 - b. EMABAS Upgrade
7. Update from Emergency Services Department
 - a. Mass notification system change
8. Update from Public Works Department
 - a. Information Systems
 - b. Communications
9. Next Meeting Date: January 2, 2025
10. Adjourn

Date: September 25, 2024

Paul Granger, Chair
Prepared by: Rhonda Green
Emergency Services Director

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JOINT DISPATCH BOARD
Communications & Technology Building, Room 111/112
October 3, 2024

Committee Members Present: Paul Granger, Joseph Jeanty, Mark Knier, Jason Freiboth, and Ben Meinnert. Non-Committee members invited and in attendance were Bill Jones, James Falkowski, Angela Obry, Rhonda Green, Ashley Smits, Danny Hang, Gerry Neuser, and Ryan Menges.

Call to Order: The meeting was called to order by Chairman Paul Granger at 10:01 am.

Roll Call/Introductions: Roll call was completed at 10:02 am.

Public Comment: No public was present.

Approve Minutes of April's Meeting: James Falkowski approved April's meeting minutes and seconded by Joseph Jeanty.

Old Business:

- a. Tyler Program – No known issues as of now until next upgrade.
- b. Portal XL – A shortcut fix was created and placed on console desktops to resolve the issues that users can run as needed.

New Business:

- a. Motorola – Bill Jones stated Manitowoc County has a SUA-ii Agreement with Motorola, this allows us to keep the system upgraded to the latest revision. If the system were to get more than 2 revisions behind, Motorola could not guarantee parts for service.
 - Bill noted that the upgrade took 2 weeks and went very well with only a few reboots of the equipment taking about 15 seconds for each reboot.
- b. MABAS – EMABAS 20 upgrade went live Sept. 9th. Angela Obry states it works ok with the exception of some cards loading slowly.
- c. RAVE mass notification system is being replaced by Everbridge January 1, 2025. The transition of data from Rave to Everbridge is handled manually by EM staff. Data could not be transferred as hoped, as RAVE used fields that would cause mis-information to be transferred to individual accounts.

Update from Emergency Services Department:

Joint Dispatch – Angela Obry states we are down one with three in training, one which will be out of training next month. The last position will be posted January 2025.

Rhonda Green announced the letter of Resignation of Deputy Director Brenden Riley. The application process was closed Friday the 27th, and interviews are scheduled for October 3rd and 4th.

Full Exercise Steering Committee meeting was July 18th at 0900 in the EOC. Exercise date as well as criteria will be discussed was discussed. It was decided to host a table-top exercise in January first and build off that for the full-scale exercise.

The off-year reception center drill is scheduled for October 10th. Members of the committee were invited.

Update from Public Works Department:

- Bill Jones states we are currently in communications with Motorola about joining their version of a state-wide system. It is called WiPSN (Wisconsin Public Safety Network). This would give Manitowoc County redundancy, a dual core, and roaming capabilities.

Update from Information Technology

- Ashley Smits reported that the AEGIS upgrade is postponed until 2025 to accommodate a software version that will resolve on-going issues. The projected test side is in February and the live side is in April.

Next Meeting Date: January 2nd, 2025, 9:00 AM at the EOC.

Adjournment: A motion was made by James Falkowski and seconded by Rhonda Green to adjourn. The meeting was adjourned at 10:20 am.

Respectfully submitted,

Rhonda Green

Rhonda Green
Director
Manitowoc County Emergency Services Department