



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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JD BOARD MEETING

Corrected Minutes – Date change on weather drill to April 24

Wednesday, April 2, 2014

C&T Building Room 111 – 9:00 am

JD Board Members Present: Scott Schneider, Bridget Brennan, Rob Hermann.

Others present: Nancy Crowley, Scott Blumreich, Connie Bashaw, Bill Jones, Supv. Jim Baumann, Theresa Becker, Todd Blaser, Bill Riesterer.

Call to order: Chairperson S. Schneider called the meeting to order at 9:00 am. Motion by R. Hermann, seconded by B. Brennan to approve agenda and previous minutes; motion carried.

Public input: Chairperson Schneider called for public input three times. Seeing none, public input was closed.

Communications equipment update: Chairperson Schneider reported J. Beyer previously sent an email to the Chiefs' Association. In the email, Beyer said in order to correct the interference with Manitowoc and Marathon Counties being on the same PL code, Manitowoc County would have to take care of the changes needed to the infrastructure. But the changes to all of the radios and pagers would be the responsibility of each individual agency. Based on the information, the JD Board has recommended **not** to make a change at this time due to the uncertainty of having a cleaner PL code to work with and the cost that each department would have to bear as part of this change to each radio and pager.

SCIP implementation council: B. Jones went to the last SCIP Council meeting. He reported the Council is moving forward with their planning. Their drill scheduled in May. They will be experimenting with radios in the vehicles. Bill and Jeff will be going to observe.

JDC updates: Supervisor Connie Bashaw reported Jodi Rogers, a new part time dispatcher is starting April 18 on 3rd shift. She will be in training for three months. We continue to test/train with equipment at the back-up dispatch center located in the Sheriff's Dept. The back-up center is kept current should our main Center go down.

Aegis/CAD update: Scott Blumreich reported Matt Fricke said the 10.2 chart timeline will be pushed back as New World had some patches/fixes. Testing will be Apr 21. Scott will be attending the New World Conference in Florida.

MABAS update: S. Schneider reported MABAS cards have been in revision. The cards were dropped off at Dispatch. There are advisors needed on certain cards such as hazmat and tech rescue (specialty resources). If a call goes beyond our capabilities in our county, state resources are called in. We're hoping to go live with the new cards May 1.

Incident Management Team/MOU: N. Crowley distributed MOU to members present and reported this is a FEMA requirement. The overall function of an IMT is to train and exercise with the Counties; respond with equipment and supplies when requested; coordinate with local EOC's during emergency; track expenditures and provide to County within timeframe after emergency.

Dual calls between Kiel and Valders Ambulances: N. Crowley reported Kiel worked out an agreement with Valders to assist on calls that require paramedic level skills. However, that can get difficult by the way Valders is dispatched. We are meeting with Valders Ambulance Director Jay Steuer on will it work and how would it work from a dispatch perspective. It was suggested Kiel Ambulance should ask for that second call to go out.

N. Crowley reported Tornado and Severe Weather Awareness Week is April 21-25. There will be a mock weather drill on **April 24**. The City of Manitowoc sirens will be sounded. The County will not sound their sirens, but will "growl" the nuclear sirens. The Dispatch Center will activate the CodeRED system with an educational/informational message.

B. Brennan reported Manitowoc Police Department is having a planning meeting on April 8 on S.M.A.R.T (Suburban Mutual Aid Response Team). This team would respond for critical incidents and provide immediate extra law enforcement personnel and equipment at the scene of law enforcement emergencies. Bridget invited any interested JD Board members to attend. MTPD is currently in the planning stages. P. Hacker said he will be attending.

Motion by B. Brennan, seconded by R. Hermann to adjourn at 9:28 am; motion carried.

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

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:

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- 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.

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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



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

DATE: OCTOBER 1, 2014
TIME: 9:00 A.M.
PLACE: MANITOWOC COUNTY COMMUNICATIONS &
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 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 comments
3. Communications equipment update - J. Beyer
4. SCIP implementation council - J. Beyer
5. Joint Dispatch Center - JDC Supervisor
6. Aegis/CAD - I.S. Dept.
7. MABAS - S. Schneider
- 8. *JD Board appointment representing Village or Town Police Services – S. Schneider***

Date: September 22, 2014
Amended: September 30, 2014 @ 9:17 a.m.

Scott Schneider, JD Board Chairman
By: Mary Herzog, Administrative Assistant

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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