

JOINT DISPATCH BOARD
Communications & Technology Building
1024 S. 9th St., Manitowoc, Wis.
July 25th, 2019

Attendance: Chairperson Becker, Kiel Police Department Captain Jeanty, Valders Fire/Ambulance Chief Chris Dallas, Two Rivers Fire/Rescue Chief Steve Denzien, Manitowoc County Communications Engineer Bill Jones, Manitowoc Public Works Director Gerry Neuser, IS Manager Kody Burg, Systems Administrator Scott Blumreich, Systems Administrator Ashely Smits, Manitowoc Police Department Captain Freiboth, Manitowoc Sheriff's Department Major Orth, Mishicot Police Chief Paul Granger, Manitowoc County JDC Supervisor Angela Obry, and Manitowoc County Emergency Services Director Travis Waack.

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

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

Public Comment: No one present wished to speak, therefore public input was closed at 9:01 am.

Election of Vice Chair: A motion was made by Chief Granger and seconded by Major Orth to nominate Chief Dallas as Vice Chair. The motion passed unanimously. Congratulations Chief Dallas.

Update from Emergency Services Department: Director Waack gave an update on JDC staffing, stating that one new dispatcher is currently in training and another is scheduled to start in early August. An eligibility list was also formed after the last round of interviews.

Waack also reported that the three Supervisors will each be completing a one month training program over the next three months designed to increase their speed and muscle memory on the dispatch floor. The Supervisors have been an incredible asset on the dispatch floor and this training is designed to further increase their comfort level.

Waack also reported that the old Supervisor's office is being re-designed to serve as a small operations center adjacent to the dispatch floor that could be used by chiefs and department heads during MABAS calls or smaller incidents, such as the recent storms. Work is ongoing and the room will be ready soon.

Waack also reported that a new quality assurance program has started, with the Supervisors reviewing two Emergency Medical Dispatch (EMD) calls and two non-EMD calls for each dispatcher every month. Previously, only EMD calls were reviewed monthly.

Waack also reported that he is in the processes of developing a partnership with the domestic violence center to promote text to 911 for individuals who may not be able to talk because of domestic violence situations.

Finally, Waack reported that he is in the process of developing a Radio Advisory Committee since the proposal presented in June to include radio system oversight in the JD Board mission was voted down. Waack encouraged anyone with input on that potential new committee to contact him.

Update from the Public Works Department: Manager Burg reported that the message switch was completed successfully on June 5th with no issues.

Engineer Jones reported that the ethernet conversion on the radio system was completed. Jones also reported that the redundant microwave links performed very well during the recent storms and these improvements together kept the system 100% online during the recent severe weather. Director Waack expressed that this is a dramatic improvement over last year and that these improvements have made a big difference. Finally, Jones reported that Motorola upgrades are now underway to update the radio system from 7.15 to 7.17 as Motorola will not allow the County to be more than two revisions behind.

Adjournment: A motion was made by Chief Dallas and seconded by Major Orth to adjourn. The motion passed unanimously and the meeting was adjourned at 9:17 am.

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