



# MANITOWOC COUNTY

## JOINT DISPATCH BOARD

### Meeting Notice

**DATE:** Wednesday, January 4, 2017  
**TIME:** 9:00 a.m.  
**PLACE:** Communications and Technology Building  
Room 111/112  
1024 South 9<sup>th</sup> 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
3. Approve agenda, and minutes from July 6, 2016 meeting
4. Public Comment
5. Communications Equipment
  - a. RACES antenna moved to Franklin Tower location
6. Update on Statewide Communications Interoperability Plan (SCIP) Council
  - a. Possibly hosting next East Central Regional SCIP Implementation Council meeting in Manitowoc
7. Joint Dispatch Center
  - a. Review of tower climbing incident
  - b. After action reviews of major calls/incidents
  - c. Discussion on undesignation of emergency medical service for a municipality
  - d. Review of procedure to communicate emergency service jurisdiction changes to Manitowoc County
  - e. Discussion on radio communications given recent changes to encrypted radio channels
  - f. Update on policy if VHF radio system fails
  - g. JDC staff vacancies
8. AEGIS and other Information Systems updates related to the Joint Dispatch Center
  - a. AEGIS Enterprise tentative implementation schedule for 2017
9. Update on Mutual Aid Box Alarm System (MABAS)
10. Adjourn to Wednesday, April 5, 2017 at 9:00 a.m.

Date: December 28, 2016

Theresa Becker, Chairperson  
Prepared by: Jamie J. Aulik  
Deputy Director, Emergency Services Division

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.

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**JOINT DISPATCH BOARD**  
**Communications & Technology Building**  
**1024 S. 9<sup>th</sup> St., Manitowoc, WI**  
**January 4, 2017**

Attendance: Chairperson Theresa Becker – Manitowoc County Emergency Medical Services Association, Sheriff Robert Hermann, Two Rivers Fire Chief Scott Schneider, City of Manitowoc Police Officer Bruce Jacobs on behalf of Assistant Chief of Police Scott Luchterhand, Mishicot Police Chief Paul Granger, and City of Kiel Police Chief David Funkhouser. County Board Supervisor Rick Henrickson and Two Rivers Police Chief Joe Collins were excused.

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

Current agenda and minutes of prior meeting: Chief Funkhouser moved to approve the current agenda and minutes of the July 6, 2016 meeting, seconded by Chief Schneider. Upon vote, the motion passed unanimously.

Public Comment: No one present wished to speak, therefore public input was closed at 9:03 a.m.

RACES antenna moved to Franklin Tower location: Deputy Director of Emergency Services Jamie Aulik reported the county's Radio Amateur Civil Emergency Service (RACES) antenna was moved to the Franklin Tower location.

Update on Statewide Communications Interoperability Plan Council (SCIP): Public Works Director Gerry Neuser said Manitowoc County may host the next East Central Regional SCIP Implementation Council meeting, though another location was also being considered.

Review of tower climbing incident: Deputy Director Aulik and Joint Dispatch Center Supervisor Connie Bashaw reviewed the mid-November tower climbing incident. Director Neuser said there was very minor damage done to communication equipment on the tower, but it was immediately fixed and there was no interruption to communications.

After action reviews of major calls/incidents: Deputy Director Aulik said if there are major incidents where public safety agencies are conducting after action reviews (AARs), they should feel free to invite JDC staff. Supervisor Bashaw also said internally there will be more of an emphasis on AARs after incidents as well, especially for unusual calls or major incidents.

Discussion on undesignation of emergency medical service for a municipality: Corporation Counsel Peter Conrad explained that a municipality that does not have a designated emergency medical service/ambulance (EMS) provider may receive a Sheriff's Deputy for a medical situation. Deputy Director Aulik said the residents are put at risk in this type of situation. Discussion followed on how to communicate the urgency and risk associated with having a municipality without a designated EMS provider.

Review of procedure to communicate emergency service jurisdiction changes to Manitowoc County: Geographic Information Systems Coordinator Cathy DeLain explained that she had been receiving inconsistent information from public safety agencies on jurisdiction changes for providing service. She asked to receive something in writing from both agencies stating the change to the jurisdiction boundary in order to make a change and cut down on confusion.

Discussion on radio communications given recent changes to encrypted radio channels: There was discussion on encrypted radio channels. Sheriff Hermann said it's a matter of officer safety to use encrypted channels, but if there is a need to communicate with other agencies or there was a major incident, they would be able to go immediately to a clear channel. Discussion followed on getting a policy in place to go to clear channels.

Update on policy if VHF radio system fails: No update.

Joint Dispatch Center staff vacancies: Deputy Director Aulik noted there were two vacancies in the JDC, and they were doing interviews later in the week and hoped to have the positions filled by the end of the month.

Mutual Aid Box Alarm System (MABAS) update: Chief Schneider reported drills occurred in December with no significant issues.

Adjournment: Chief Schneider moved, seconded by Chief Funkhouser to adjourn. Upon vote, the motion passed unanimously and the meeting adjourned at 9:46 a.m.

Respectfully submitted,

  
Jamie J. Aulik  
Deputy Director  
Manitowoc County Emergency Services Division



# MANITOWOC COUNTY

## JOINT DISPATCH BOARD

### Meeting Notice

**DATE:** Wednesday, April 5, 2017  
**TIME:** 9:00 a.m.  
**PLACE:** Communications and Technology Building  
Room 111/112  
1024 South 9<sup>th</sup> 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
3. Approve agenda, and minutes from July 6, 2016 meeting
4. Public Comment
5. Communications Equipment
6. Update on Statewide Communications Interoperability Plan (SCIP) Council
7. Joint Dispatch Center
  - a. Documenting process for approving radio frequency use by department
  - b. Update on policy if VHF radio system fails
  - c. JDC staff vacancies
8. AEGIS and other Information Systems updates related to the Joint Dispatch Center
  - a. AEGIS Enterprise tentative implementation schedule for 2017
9. Update on Mutual Aid Box Alarm System (MABAS)
10. Adjourn to Wednesday, July 5, 2017 at 9:00 a.m.

Date: March 28, 2017

Theresa Becker, Chairperson  
Prepared by: Jamie J. Aulik  
Director, Emergency Services Division

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**JOINT DISPATCH BOARD**  
Communications & Technology Building  
1024 S. 9<sup>th</sup> St., Manitowoc, WI  
April 5, 2017

Attendance: Theresa Becker, Mishicot Ambulance; Paul Granger, Mishicot Police Department; Jamie Aulik, Manitowoc County Emergency Services; Scott Schneider, Two Rivers Fire Department; Angela Obry, Joint Dispatch Center; Bill Jones, Public Works; Cathy DeLain, Matt Fricke, Scott Blumreich, and Luke Kalista, Manitowoc County Information Systems; Amanda Harpold, Manitowoc County Emergency Services; Erik Kowalski (in the stead of Scott Luchterhand), City of Manitowoc Police Department; Robert Hermann, Manitowoc County Sheriff; and Joseph Collins, Two Rivers Police Department.

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

Communications Equipment: Mr. Jones advised a new antenna is on order for the Cleveland area to be installed at Liberty Tower. He further stated that the patch for the 800 MHz radio communication worked, but he did not recommend having a resource dedicated to this service. Mr. Jones also indicated that AT&T recently received the contract for statewide communications.

Current agenda and minutes of prior meeting: Chief Schneider moved to approve the current agenda and minutes of the January 4, 2017 meeting, seconded by Chief Collins. Upon vote, the motion passed unanimously.

Public Comment:

No one present wished to speak, therefore public input was closed at 9:01 a.m.

Update on Statewide Communications Interoperability Plan (SCIP) Council: Chief Schneider stated that Orange Cross ambulance's request for adding the 800 MHz radio talk group to their own radios would be approved in May by the County Fire Association.

Update on Policy if VHF Radio System Fails: Supervisor Obry advised that the collection of contact information from Fire and EMS was almost complete.

Joint Dispatch Center staff vacancies: Supervisor Obry stated that a new trainee would be on his own by the end of May, and two new hires would be starting within the next month.

AEGIS and Other Information Systems Updates Related to the JDC: Mr. Fricke advised that the Enterprise Project is still moving forward. The timeline for the project is currently as follows: hardware preparation in May 2017; server updates in June 2017; infrastructure buildouts June through September 2017; CAD user training October through December 2017; final rollout January 2018. Ms. DeLain stated that a new field opportunity exists that would provide dispatchers with both the postal city and the venue/municipality name. She also advised that Pictometry training is available for those who wish to attend. Director Aulik mentioned that site visits to suburban Chicago dispatch centers are in the works to see implementation in action.

Mutual Aid Box Alarm System (MABAS) update: Chief Schneider advised that April is the set month for MABAS updates and reviews. He stated that no necessary updates have been identified. Supervisor Obry stated that the dispatch center would have its first monthly MABAS test on April 5, 2017.

Manitowoc County Emergency Services Division Updates: Director Aulik introduced new employee. He provided information on upcoming Point Beach Nuclear Plant exercises and drills upcoming in August and September 2017.

Adjournment: Chief Collins seconded by Sheriff Hermann to adjourn. Upon vote, the motion passed unanimously and the meeting adjourned at 9:33 a.m.

Respectfully submitted,

A handwritten signature in cursive script that reads "Amanda Harpold".

Amanda Harpold  
Emergency Management Specialist  
Manitowoc County Emergency Services Division



# MANITOWOC COUNTY

## JOINT DISPATCH BOARD

### Meeting Notice

**DATE:** Thursday, July 6, 2017  
**TIME:** 9:00 a.m.  
**PLACE:** Communications and Technology Building  
Room 111/112  
1024 South 9<sup>th</sup> 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
3. Approve agenda, and minutes of the April 5, 2017 meeting
4. Public comment
5. Communications equipment
  - a. Memorandum sent to public safety agencies regarding communications equipment stability
  - b. Update on communications equipment
  - c. Kiel Police Department transition to 800 MHz system
6. Update on Statewide Communications Interoperability Plan (SCIP) Council
7. AEGIS and other Information Systems updates related to the Joint Dispatch Center
  - a. AEGIS Enterprise implementation update
8. Joint Dispatch Center
  - a. Update on policy for radio system failures
  - b. Update on establishing an emergency call-in procedure for dispatchers
  - c. Update on offsite movement plan for the dispatch center
  - d. Update on dispatch center staff training
  - e. Update on pre-alerting
  - f. Dispatch center protocol related to incidents in the county when the status of the incident is unknown
  - g. Dispatch center protocol related to ambulance service for the Village of Kellnersville
  - h. Dispatch center protocol related to unlicensed First Responder agencies
9. Mutual Aid Box Alarm System (MABAS)
  - a. Update on drills
  - b. Draft updates to MABAS Division 128 Standard Operation Guidelines for Dispatching/Communications
10. Adjourn to Thursday, October 5, 2017 at 9:00 a.m.

Date: June 26, 2017

Theresa Becker, Chairperson  
Prepared by: Jamie J. Aulik  
Director, Emergency Services Division

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**JOINT DISPATCH BOARD**  
Communications & Technology Building  
1024 S. 9<sup>th</sup> St., Manitowoc, WI  
July 6, 2017

Attendance: Theresa Becker, Mishicot Ambulance; Paul Granger, Mishicot Police Department; Jamie Aulik, Manitowoc County Emergency Services; Scott Schneider, Two Rivers Fire Department; Paul Hacker and Andrew Schwerma, Joint Dispatch Center; Bill Jones, Public Works; Matt Fricke and Scott Blumreich, Manitowoc County Information Systems; Amanda Harpold, Manitowoc County Emergency Services; Scott Luchterhand, City of Manitowoc Police Department; Robert Hermann, Manitowoc County Sheriff; and Joseph Collins, Two Rivers Police Department; Peter Conrad, Corporation Counsel.

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

Current agenda and minutes of prior meeting: Chief Collins moved to approve the current agenda and minutes of the April 5, 2017 meeting, seconded by Chief Schneider. Upon vote, the motion passed unanimously.

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

Update on Pre-Alerting: Director Aulik researched a request from the Manitowoc County EMS Association about the county absolving itself of liability in the event a responder was hurt due to pre-alerting. The request was to sign an agreement with EMS agency absolving the county of any liability. After consultation with the county's Corporation Counsel, it was determined the county would still be liable for any injuries incurred in that type of incident. Further, the International Association of Emergency Dispatchers and the Manitowoc County Corporation Counsel do not support pre-alerting as a policy.

Dispatch Center Protocol Related to Ambulance Service for the Village of Kellnersville: Director Aulik advised the Village of Kellnersville has declined ambulance service from Manitowoc Fire Department due to fee associated with service, effective January 1, 2017. Per the Corporation Counsel, if another ambulatory agency is not designated by the municipality, a Sheriff's deputy would be sent to resident. Chief Blaser advised that the Manitowoc Fire Department has continued to respond during the interim. He further stated that now that Director Aulik has done due diligence in investigating the situation, Manitowoc Fire will officially notify the Village Board that they will stop sending ambulances. Chief Blaser further advised that he will ask to be included on the next village meeting's agenda to discuss the situation. Chief Collins stated that EMS agencies in that area will need to update their service maps and plans based on this change. Discussion followed.

Dispatch Center Protocol Related to Unlicensed First Responder Agencies: Upon researching a separate issue, Director Aulik noticed four agencies were not listed on the State of Wisconsin site as being a licensed EMS service. Upon asking for an updated list, two of the four agencies renewed their license, one operates under the license of another EMS provider, and the last agency has the exact operational plan as two other EMS agencies, and it could not be discerned why they were left off the list. Regardless, upon asking the Corporation Counsel about dispatching protocol related to unlicensed EMS agencies, he advised unlicensed EMS agencies should not be dispatched.

Communications Equipment: Director Aulik briefly reviewed the recent memorandum related to the stability of radio systems. Chairperson Becker asked for an update on the Cato Tower, and Mr. Jones advised the tower is gone. The police and fire gateways are now permanently located at the Sheriff's Office as of July 5, 2017. Mr. Jones further stated an upgrade to the 800 MHz system will occur in November, and Kiel Police Department has transitioned to the 800 MHz system. Regarding the recent outages, Mr. Jones advised the outages occur due to storm-caused microwave failures, and a policy on how to handle outages is in process.

Update on Statewide Communications Interoperability Plan (SCIP) Council: Mr. Jones said there were no updates since last meeting.

AEGIS and other Information Systems Updates related to the Joint Dispatch Center: For implementing the new Computer Aided Dispatch system, Mr. Fricke cited scheduling difficulty with dispatchers due to staff shortages, and these conflicts resulted in training delays; training that was scheduled for November and December 2017 has been pushed back to March 2018. Despite the delays, the go-live date is still slated to happen by the end of the first quarter of 2018.

Update on Policy for Radio System Failures: Supervisor Hacker advised flowcharts for law and fire have been created to detail what to do in the event of radio failure.

Update on Establishing an Emergency Call-In Procedure for Dispatchers: Supervisor Hacker advised a plan is in place to use the Code Red system to call in dispatchers in the event of an overwhelming incident. This would not limit the number of dispatchers who respond, but another Code Red message would be sent out to cancel the call-in as necessary.

Update on Offsite Movement Plan for Dispatch Center: Supervisor Hacker advised that a plan is in the works for establishing an alternate or mobile dispatch center that is not located in the downtown area in the event something happens to compromise the primary and current secondary locations.

Update on Dispatch Center Training: Supervisor Hacker advised that turnover is occurring in the center. A new dispatcher has recently passed through training and is on his own. Three new dispatchers are currently in training and are expected to be on their own in August and early September 2017. Recruiting is happening now due to an upcoming vacancy. Dispatchers and supervisors recently participated in Public Information Officer training, Operations Officer training, and a CAD upgrade conference.

Joint Dispatch Center Essential Traffic Only Radio Protocol: Director Aulik posed a question to the board: in the event of high call volumes during an incident where Emergency Traffic Only had not been declared, can the dispatch center declare “Essential Radio Traffic Only” to cut down on radio traffic? Supervisor Hacker advised that the definition of essential would be at the discretion of each officer. Chief Granger stated that using the term “essential” would potentially cause issues and suggested that the dispatch center simply advise officers that they were experiencing high call volumes and request that officers limit radio traffic if possible. Discussion followed. Chairperson Becker requested that this item be added to the October agenda.

Dispatch Center Protocol Related to Incidents in the County When the Status of the Incident is Unknown: Director Aulik advised that having done research for unknown status incidents, a Sheriff’s deputy would be dispatched. Chief Collins agreed with this policy as an officer needs to be on the scene to assess the situation before other agencies are dispatched. Chief Dallas advised that sometimes there are different dispatch policies between rural areas and the cities, and requested that a consistent policy be implemented. Discussion followed. Chairperson Becker asked to add this item to the October meeting’s agenda.

Mutual Aid Box Alarm System (MABAS) update: Chief Schneider stated he could send staff out for training new dispatchers. Regarding draft changes to MABAS dispatch policies with IFERN, Supervisor Hacker stated that a structured plan in terms of which frequencies to use for communication needs to be in place to limit chances of overlap from nearby counties.

Adjournment: Paul Granger seconded by Blue Stripes to adjourn. Upon vote, the motion passed unanimously, and the meeting adjourned at 9:55 a.m.

Respectfully submitted,



Amanda Harpold  
Emergency Management Specialist  
Manitowoc County Emergency Services Division



# MANITOWOC COUNTY

## JOINT DISPATCH BOARD

### Meeting Notice

**DATE:** Thursday, October 5, 2017  
**TIME:** 9:00 a.m.  
**PLACE:** Communications and Technology Building  
Room 111/112  
1024 South 9<sup>th</sup> 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
3. Approve agenda, and minutes of the July 6, 2017 meeting
4. Public comment
5. Communications equipment
  - a. Update on communications equipment
  - b. Motorola System-Wide Infrastructure Upgrade
6. Update on Statewide Communications Interoperability Plan (SCIP) Council
7. AEGIS and other Information Systems updates related to the Joint Dispatch Center
  - a. Update on AEGIS Enterprise implementation
  - b. Update on 2017-2018 billing process
  - c. Update on Information Systems Director Bob Blashe's career status
8. Joint Dispatch Center
  - a. Update on AEGIS Enterprise build team training
  - b. Procedure for radio communications during periods of high radio traffic
  - c. Procedure for radio system failure
  - d. Update on meeting about dispatch protocol among Sheriff's Office, JDC, Fire Association and EMS Association
  - e. Update on ambulance service for the Village of Kellnersville
  - f. Update on dispatch center staff
9. Mutual Aid Box Alarm System (MABAS)
  - a. Update on drills
  - b. Update on changes to MABAS Division 128 Standard Operation Guidelines for Dispatching/Communications
10. Adjourn to Thursday, January 4, 2018 at 9:00 a.m.

Date: September 27, 2017

Theresa Becker, Chairperson  
Prepared by: Jamie J. Aulik  
Director, Emergency Services Division

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**JOINT DISPATCH BOARD**  
**Communications & Technology Building**  
**1024 S. 9<sup>th</sup> St., Manitowoc, Wis.**  
**October 5, 2017**

Attendance: Chairperson Theresa Becker – Manitowoc County Emergency Medical Services Association, Deputy Inspector Larry Ledvina on behalf of Sheriff Robert Hermann, City of Manitowoc Assistant Chief of Police Scott Luchterhand, Two Rivers Fire Chief Scott Schneider, Mishicot Police Chief Paul Granger, and City of Kiel Police Officer Cory Wilkens on behalf of Kiel Police Chief David Funkhouser.

Call to Order: The meeting was called to order by Chairperson Becker at 9:01 a.m.

Current agenda and minutes of prior meeting: Chief Schneider moved to approve the agenda and minutes of the July 6, 2017 Joint Dispatch Board meeting, seconded by Assistant Chief Luchterhand. Upon vote, the motion passed unanimously.

Public Comment: No one present wished to speak, therefore public input was closed at 9:05 a.m. Chairperson Becker reminded the committee members that election of officers will occur at the January 4, 2018 meeting.

Update on Communications Equipment: Manitowoc County Communications System Engineer Bill Jones said there will be a Motorola system-wide infrastructure update the second week of November. This occurs every two years to keep the system current.

AEGIS and other Information Systems updates related to the Joint Dispatch Center: Information Systems Director Bob Blashe said the Computer Aided Dispatch (CAD) enterprise system build-out was ongoing. He had handouts on the timeline of the buildout and explained them.

Update on 2017-2018 billing process: IS Director Blashe said he was intending to retire in April 2018, and is transitioning the billing process to Matt Fricke and Scott Blumreich. The bills should be finalized and sent to agencies by the end of October.

Update on AEGIS Enterprise build team training: Joint Dispatch Center Supervisor Connie Bashaw said the build team consists of five dispatchers and two supervisors. There need to be some decisions made about cleaning up old alerts and the policy of using alerts in CAD going forward, and she wanted to meet with agencies about these types of issues along with other records issues. Discussion followed.

Procedure for radio communications during periods of high radio traffic: Supervisor Bashaw said a new procedure was created to inform agencies when the center is busy and agencies might not be aware. When the dispatch center is experiencing heavy radio and/or call volume, they will announce over all radio systems, “priority traffic only.”

After the period of high volume has ended, JDC staff will notify all agencies to resume normal traffic.

Procedure for radio system failure: Supervisor Bashaw had a handout which explained how radio failures will be handled by type of radio system should there be an outage. Discussion followed. Emergency Services Division Director Jamie Aulik said he will put out a memo explaining the procedure within two weeks.

Update on meeting about dispatch protocol among Sheriff's Office, JDC, Fire Association and EMS Association: Director Aulik said there was a meeting with members of the Sheriff's Office, JDC, Fire Association and EMS Association, and basically the take-away was that the Joint Dispatch Board is the place to address dispatch policies and procedures and resolve discrepancies when they crop up.

Update on ambulance service for the Village of Kellnersville: Director Aulik said the Village of Kellnersville contracted with the Two Rivers Fire Department.

Update on dispatch center staff: Supervisor Bashaw said they trained a lot of new personnel over the course of summer.

Update on changes to MABAS Division 128 Standard Operation Guidelines for Dispatching/Communications: Chief Schneider said there was discussion on using IFERN as the main channel for MABAS events. Discussion followed.

Adjournment: Assistant Chief Luchterhand moved, seconded by Chief Schneider to adjourn. Upon vote, the motion passed unanimously and the meeting adjourned at 9:54 a.m.

Respectfully submitted,

  
Jamie J. Aulik  
Director  
Manitowoc County Emergency Services Division