



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Thursday, January 4, 2018
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
3. Approve agenda and minutes of the October 5, 2017 meeting
4. Public comment
5. Election of Chair
6. Election of Vice-Chair
7. Communications equipment
 - a. Update on communications equipment
8. Update on Statewide Communications Interoperability Plan (SCIP) Council
9. 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
10. Joint Dispatch Center
 - a. Update on AEGIS Enterprise build team training
 - b. Procedure for radio communications during periods of high radio traffic
 - c. Update on dispatch center staff
11. Mutual Aid Box Alarm System (MABAS)
 - a. Update on drills
12. Adjourn to Thursday, April 5, 2018 at 9:00 a.m.

Date: December 18, 2017

Theresa Becker, Chairperson
Prepared by: Amanda Harpold
Emergency Management Specialist

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. 9th St., Manitowoc, Wis.
January 4, 2018

Attendance: Manitowoc County Emergency Medical Services Association Chairperson Theresa Becker, Kiel Chief of Police Dave Funkhouser, Mishicot Chief of Police Paul Granger, Two Rivers Fire Chief Scott Schneider, Manitowoc Assistant Chief of Police Scott Luchterhand, Manitowoc County Joint Dispatch Supervisor Paul Hacker, Manitowoc County Sheriff Rob Hermann, Manitowoc County Emergency Management Specialist Amanda Harpold

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

Current agenda and minutes of prior meeting: Schneider motioned to approve, Funkhouser seconded. Approved.

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

Election of Chairperson and Vice-Chairperson: Sheriff Hermann made a motion to maintain the status quo, and this was seconded by Assistant Chief Luchterhand.

Update on Communications Equipment: No one present to speak to this, so the discussion was tabled until the next meeting.

Update on Statewide Communications Interoperability Plan (SCIP) Council: No one present to speak to this, so the discussion was tabled until the next meeting.

AGIS and other Information Systems updates related to the Joint Dispatch Center: Supervisor Hacker advised that the CAD has been built according to how it will look in its final incarnation. The dispatchers will receive 16 hours of training prior to the go-live date at the end of March 2018.

Supervisor Hacker also advised that the Joint Dispatch Center was approached by Human Services to take their after-hours calls related to juvenile justice and child protective services. Hacker stated that if there is imminent danger, law enforcement will be dispatched; if there is no imminent danger, the call will be forwarded to an on-call crisis worker.

Procedure for radio communications during periods of high radio traffic: Chief Funkhouser requested further clarification on the procedures for handling emergency radio traffic as multiple agencies share the same frequency. Funkhouser explained that while emergency radio traffic is in effect, the other agencies on the same frequency did not have a reliable method of calling the dispatch center for

support. Supervisor Hacker stated he would work on drafting procedures, and this discussion will be revisited at the next meeting.

Update on dispatch center staff: Supervisor Hacker stated a relatively new dispatcher is set to be on her own soon, and a new person will start in the dispatch center in mid-January. The dispatch center is within one person of being fully staffed at this time. There are two retirements anticipated within 2018.

Assistant Chief Luchterhand asked that the supervisors notify him if any officers act unprofessionally towards the dispatchers as he has noticed this trend. Supervisor Hacker requested the same courtesy from Luchterhand.

Update on MABAS drills: Supervisor Hacker advised that, as of January 1, the dispatchers are using IFERN for MABAS calls rather than the County Main. This is to free up County Main for non-MABAS emergencies, and training and drills have been completed. Chief Schneider requested information on IFERN monitoring. Hacker explained that IFERN is not monitored, and the alert box in the dispatch center should provide notification when a MABAS call is activated anywhere in the East Central Region. The alert box has not been reliable, however. Hacker is compiling a data report to send to East Central Region Coordinator (Ben) in order to assist in identifying consistency issues. Chief Schneider advised he will follow up with Ben.

Adjournment: Chief Granger moved to adjourn, and this was seconded by Sheriff Hermann. The motion passed unanimously, and the meeting adjourned at 9:24 a.m.

Respectfully submitted,



Amanda Harpold
Emergency Management Specialist
Manitowoc County Emergency Services Division



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

DATE: Thursday, April 5th, 2017
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 Agenda and Minutes of the January 4, 2018 Meeting
4. Public Comment
5. Presentation by Ted Hacker on Responder Memorial
6. Update on Communications Equipment
7. Update on MABAS
8. Update on Statewide Communications Interoperability Plan (SCIP) Council
9. AEGIS and Information Systems Updates Related to the Joint Dispatch Center
 - a. Update on AEGIS Enterprise Implementation
 - b. Other AEGIS Enterprise Updates
10. Joint Dispatch Center
 - a. Update on JDC Staffing
 - b. Other JDC Updates
11. Adjourn to Thursday, July 5th, 2018 at 9:00 a.m.

Date: March 28, 2018

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

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JOINT DISPATCH BOARD
Communications & Technology Building
1024 S. 9th St., Manitowoc, Wis.
April 5, 2018

Attendance: Manitowoc County Emergency Medical Services Association Chairperson Theresa Becker, Kiel Chief of Police Dave Funkhouser, Two Rivers Fire Chief Scott Schneider, Manitowoc Assistant Chief of Police Scott Luchterhand, Manitowoc County Joint Dispatch Supervisors Connie Bashaw and Angela Obry, Manitowoc County Sheriff Rob Hermann, Kiel Fire/Rescue Officer Todd Oligi, Manitowoc County Aegis System Administrators Matt Fricke and Scott Blumreich, and Manitowoc County Emergency Services Director Travis Waack.

Call to Order: The meeting was called to order by Chairperson Becker at 9:03 a.m.

Current agenda and minutes of prior meeting: Chief Schneider motioned to approve, Chief Funkhouser seconded. Approved.

Public Comment: No one present wished to speak, therefore public input was closed at 9:05 a.m.

Presentation by Ted Hacker on Responder Memorial: Ted was not present to present. Assistant Chief Luchterhand stated that his understanding was that they were still looking for a location for the memorial. Luchterhand also stated they were discussing what information should be placed on the memorial and reaching out to departments for information on past line of duty deaths.

Update on Communications Equipment: No updates.

Update on MABAS: Chief Schneider stated that some minor changes to the staging area policy were being worked on and the switch to IFERN for MABAS responses was going well. The group also discussed the recent inter-division response with Brown County for an Ambulance Strike Team to help evacuate a nursing home. JDC Supervisor Bashaw stated that the JDC did not have the MABAS card for an Ambulance Strike Team, this will be addressed, but a call to one of our MABAS coordinators resolved this issue and the response was successful.

Update on Statewide Communications Interoperability Plan (SCIP) Council: No updates.

AEGIS and other Information Systems updates related to the Joint Dispatch Center: Aegis System Administrator Fricke reported that the upgrade from MSP to Enterprise CAD was completed successfully on March 27th following a training period with the JDC staff. A few issues have arisen, but they are actively being addressed by IS staff and staff from the CAD vendor, Tyler Technologies. It was noted that patience from departments is appreciated. Fricke also reported that one of the main

issues is with the Rip N Run distribution. It was noted that incident numbers will appear on the last Rip N Run and the font size will be increased for all users. Fricke also noted that individual departments will need to contact I Am Responding directly for any issues with that system, since accounts are controlled on an individual basis. Instances of Rip N Run reports not going out at all are being investigated by Tyler Technologies.

JDC Supervisor Bashaw stated that it has taken a bit longer to get some information out to officers with the new software, because it was designed on the assumption that most agencies were using mobile CAD in their units. However, Manitowoc County still has some departments that are not using mobile. Bashaw also noted that agencies should pay attention to duplicate jackets in their system as duplicates will cause issues when we go live with the Virtual Jacket system. Agencies should work to eliminate duplicates now using their current procedures. Bashaw also stated that Virtual Jackets will be going into the test environment the week of April 9th and all agencies are encouraged to extensively test it before it goes live.

Fricke stated that new Decision Support features of the new CAD system will be going live this summer. Agencies with Crime Analysts are encouraged to participate as this and the new mapping system have more features for analysis.

Bashaw stated that the new CAD mapping system allows JDC to map controlled burns, storm damage, etc. to help more quickly identify calls about these things.

Bashaw concluded by encouraging agencies to let the JDC Supervisors know if they discover issues with the new CAD.

Update on dispatch center staff: JDC Supervisor Obry stated that the JDC is now fully staffed with 21 dispatchers, including 3 who are new and in training. Obry also noted that they are currently interviewing to form an eligibility list to fill potential future openings. Obry also noted that we will be celebrating Telecommunicator's Week next week, April 8-14.

Adjournment: Chief Schneider motioned to adjourn, Chief Funkhouser seconded. The meeting adjourned at 9:43 a.m.

Respectfully submitted,



Travis Waack
Director
Manitowoc County Emergency Services Division



MANITOWOC COUNTY

JOINT DISPATCH BOARD

Meeting Notice

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1024 South 9th Street
Manitowoc, Wis.

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1. Call to Order
2. Roll Call / Introductions
3. Approve Agenda and Minutes of the April 5th, 2018 Meeting
4. Public Comment
5. Update on MABAS
6. Update on Interoperability
7. Update on Communications Equipment
8. Information Systems Updates Related to the Joint Dispatch Center
 - a. Update on Ongoing CAD Issues
 - b. Other IS Updates
9. Joint Dispatch Center
 - a. Update on JDC Staffing
 - b. New Pre-Alerting Policy
 - c. New JDC Evacuation Task Sheet
 - d. New Director Notification Task Sheet
 - e. Other JDC Updates
10. Adjourn to Thursday, October 4th, 2018, at 9:00 a.m.

Date: June 27th, 2018

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

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JOINT DISPATCH BOARD
Communications & Technology Building
1024 S. 9th St., Manitowoc, Wis.
July 5th, 2018

Attendance: Manitowoc County Emergency Medical Services Association Chairperson Theresa Becker, Kiel Chief of Police Dave Funkhouser, Two Rivers Chief of Police Joe Collins, Manitowoc Police Lt Mark Schroeder, Manitowoc County JDC Supervisor Connie Bashaw, Kiel Fire/Rescue Officer Todd Olig, Manitowoc County Aegis System Administrators Matt Fricke and Scott Blumreich, Manitowoc County Director of Public Works Gerry Neuser, and Manitowoc County Emergency Services Director Travis Waack.

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

Current Agenda and Minutes of Prior Meeting: A quorum was not present, so approval of the April 2018 minutes was deferred to the October 2018 meeting.

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

Update on MABAS: Two Rivers Fire/Rescue Chief Schneider shared via email that departments are currently updating their MABAS cards and an advisor meeting is scheduled for July 11th to review them. Once the review is completed, the updated cards will be brought to dispatch for release.

Update on Interoperability: Emergency Services Director Travis Waack reported that a regional MABAS meeting was held on June 27th where significant discussions were had on communications interoperability. Key points from that discussion included an emphasis for departments to switch to IFERN and for all users, including dispatch, to have access to as many interoperable channels as possible. Waack and Supervisor Bashaw reported that the dispatch center has had problems with numerous departments not switching to IFERN during recent MABAS calls in the county. Waack also noted that he met with the Department of Public Works recently to explore adding additional interoperable channels to the dispatch consoles to allow for more patching capabilities.

Waack also reported that he recently met with the radio committee of the County Fire Association and suggested that fire departments in Manitowoc County remain on VHF systems because the county has no plans to eliminate VHF capabilities, the tremendous cost to departments in switching to 800 MHz, and the better in-building coverage of VHF.

A suggestion was made to develop training for departments on radio usage and Waack agreed to lead this effort if departments were willing to receive it.

Update on Communications Equipment: Department of Public Works Director Neuser reported that routine maintenance of the radio system continues. He also reported that the equipment for the county fire radio system is scheduled to be updated and replaced in 2020 or 2021 to ensure the VHF system stays operational into the future.

Information Systems Updates Related to the Joint Dispatch Center: Information Systems Aegis Support Matt Fricke reported that an update was made to the CAD that has shortened some delays that were occurring when certain addresses were entered into the system. However, several critical mapping issues remain. The JDC staff, JDC Supervisor Connie Bashaw, GIS Cathy DeLain, and Fricke have been working hard to identify, log, investigate and take these issues to the CAD vendor Tyler for resolution. Tyler is identifying ways to fix identified causes.

Fricke also reported on the DSS implementation, which is a CAD module that will provide crime analytics and statistical reporting for departments. Training for DSS will be held the week of August 6th and is 2.5 days in length. Email invites have gone out to agencies.

Bashaw reported that issues with Rip n Runs have mostly been resolved and any remaining issues should be brought to the attention of the JDC Supervisors or Aegis Support.

Joint Dispatch Center: Two Rivers Police Chief Joe Collins remarked about their July 4th visit to the JDC with the delegation from their sister city in the Czech Republic. Chief Collins mentioned that when they were in the center they observed the technology and teamwork working very well together to handle a large number of calls that were coming in at that time.

Emergency Services Director Travis Waack reported that two of the recent hires have completed their training and are dispatching on their own. One additional trainee is scheduled to complete their training soon. In addition, a new dispatcher was recently hired to begin training now for an anticipated retirement in September. An eligibility list continues to be maintained for another anticipated retirement and or any other unexpected vacancies.

Waack also reported on the new pre-alerting policy implemented in the center. Verbal pre-alerts are now being given to EMS departments while the EMD questions are being asked so that responders can ready themselves for a response before it is dispatched with an address and mode of response. These alerts will be given whenever possible, but may not occur for every call depending on activity in the center and the time it takes to complete the EMD questions. Kiel Fire/Rescue Officer Todd Olig and Chairperson Theresa Becker reported that these pre-alerts have been very beneficial and have reduced response time. An email from Two Rivers Fire/Rescue Chief Schneider also indicated that the alerts have been very beneficial. Waack also reported that in discussions with neighboring counties, pre-alerts are given with an address under the stipulation that responders not begin physically

responding until the call is paged with a mode of response. However, these policies have led to pre-mature responses in violation of EMD protocols. Therefore, Manitowoc County has no plans to provide an address with the pre-alerts as they are designed only to allow responders to prep for a response and not actually begin responding.

Waack shared a new Evacuation Task Sheet that the center would use in the event that it needed to evacuate to the backup location. This new task sheet was implemented as part of Severe Weather Awareness Week in April.

Waack shared a new Director Notification Task Sheet that directs dispatch staff to notify himself whenever any large or unusual events occur in the county for situational awareness.

Waack shared a word of caution about the third party "I Am Responding" application that some departments are using. Waack and JDC Supervisor Connie Bashaw cautioned that since there is no direct link with CAD, at times the information sent in "I Am Responding" can be incorrect due to an early data entry error that is subsequently corrected or a change in the call based on additional information from the caller. All departments are cautioned to pay attention to the call dispatched over the radio as the most accurate source of information.

Waack also shared that the Office of Emergency Management has a jurisdiction in CAD and that he has been assigned a portable unit number of "EM10" for use on various radio systems to communicate directly with agencies and the JDC in an emergency.

JDC Supervisor Connie Bashaw reported that the JDC Supervisors continue to dispatch in the center with regularity, which has reduced overtime and built continuity with the team. Waack agreed that this has been a successful initiative.

Adjournment: Kiel Police Chief Funkhouser and Two Rivers Police Chief Joe Collins moved to adjourn. The meeting adjourned at 9:40 a.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Travis Waack". The signature is fluid and cursive, with the first name being more prominent.

Travis Waack
Director
Manitowoc County Emergency Services Division



MANITOWOC COUNTY

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1. Call to Order
2. Roll Call / Introductions
3. Approve Agenda and Minutes of the April & July Meetings
4. Public Comment
5. Update on MABAS
 - a. "MABAS Sundays" & MABAS Training Initiatives
6. Update on Interoperability
7. Update on Communications Equipment
 - a. Update on Recent Improvements to Increase Radio System Resiliency
 - b. Other Updates
8. Update on Information Systems related to the Joint Dispatch Center
 - a. Computer Aided Dispatch (CAD)
 - b. Other Updates
9. Update on Joint Dispatch Center
 - a. Staffing Update
 - b. Other Updates
10. Possible Recommendation to Schedule EMD Steering Committee Meeting Subsequent to JDC Board Meeting.
11. Adjourn to Thursday, December 6th, at 9:00 AM.

Date: September 25th, 2018

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

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JOINT DISPATCH BOARD
Communications & Technology Building
1024 S. 9th St., Manitowoc, Wis.
October 4th, 2018

Attendance: Manitowoc County Emergency Medical Services Association Chairperson Theresa Becker, Jamie Aulik for Kiel Chief of Police Dave Funkhouser, Manitowoc Police Scott Luchterhand, Valders Fire/Ambulance Chief Chris Dallas, Manitowoc County Sheriff Rob Hermann, Manitowoc County JDC Supervisor Connie Bashaw, Manitowoc County Director of Public Works Gerry Neuser, Manitowoc County Communications System Engineer Bill Jones, and Manitowoc County Emergency Services Director Travis Waack.

Call to Order: The meeting was called to order by Chairperson Becker at 9:02 a.m.

Current Agenda and Minutes of Prior Meeting: A motion was made by Scott Luchterhand and seconded by Chris Dallas to approve the agenda and minutes of the April and July meetings. The motion passed unanimously.

Public Comment: No one present wished to speak, therefore public input was closed at 9:05 a.m.

Update on MABAS: Manitowoc County Emergency Services Director Travis Waack shared that the dispatch staff are now required to participate in what is being called "MABAS Sunday" where they must pair off and run through randomly selected MABAS cards for training purposes. Additional procedures for MABAS calls have also been developed, including a one page checklist, which have been shared with staff in an effort to increase MABAS proficiency in the center. Waack also encouraged fire departments to run MABAS radio drills on Sunday's to go along with this training initiative.

Update on Interoperability: None.

Update on Communications Equipment: Manitowoc County Communications System Engineer Bill Jones shared that the microwave link between the C&T and Liberty towers was recently re-aligned, resulting in a significant increase in signal strength. This should significantly improve system resiliency during strong thunderstorms that have recently caused some issues with the radio system. Two redundant microwave links are being completed in October. Finally, a backup control station has been added for the Kiel Fire/Ambulance VHF system. Manitowoc County Emergency Services Director Travis Waack added that the WISCOM radio in the center is being re-programmed to include MABAS, hospital, and radiological talk groups. Kiel City Administrator Jamie Aulik added that the City of Kiel appreciates the cooperation between the Emergency Services Division and the Department of Public Works to address and ensure radio system resiliency.

Information Systems Updates Related to the Joint Dispatch Center: Manitowoc County JDC Supervisor Connie Bashaw reported that IS and GIS continue to work on some address verification and mapping issues with the new Computer Aided Dispatch (CAD) software, but that many of the previous mapping issues have been resolved.

Joint Dispatch Center: Manitowoc County Emergency Services Director Travis Waack reported that the center has one person in training who is scheduled to complete their training at the end of October. Assuming no other staffing changes, the center will be fully staffed at that time. Another retirement is expected in early 2019 and a pool of candidates is being maintained to fill any vacancies.

Waack also reported that the JDC Supervisors are undertaking a major project to review the large volume of reference materials in the center and develop a comprehensive information management plan to ensure these materials stay up to date in the future. Dispatch staff are also engaged in this process by voluntarily reviewing and proposing updates to task sheets.

Possible Recommendation to Schedule EMD Steering Committee Meetings Subsequent to JDC Board Meetings: Manitowoc County Emergency Services Director Travis Waack discussed the possibility of moving the EMD Steering Committee meeting to be held immediately before or after the JDC Board Meeting to reduce the number of meetings and travel time for many members who regularly attend both meetings. Discussion followed amongst the members present. Scott Luchterhand made a motion to recommend moving the EMD Steering Committee Meeting to be held immediately before or after the JDC Board Meeting. The motion was seconded by Jamie Aulik. The motion passed unanimously.

Adjournment: Jamie Aulik and Chris Dallas moved to adjourn. The meeting adjourned at 9:30 a.m.

Respectfully submitted,



Travis Waack
Director
Manitowoc County Emergency Services Division