

**2015 ANNUAL REPORT
OF THE
EMERGENCY COMMUNICATIONS**



**EMERGENCY MANAGEMENT
OFFICES**

2015 Emergency Management

The Emergency Management Office activities for 2015 were similar to those in previous years; to utilize effective planning, training and coordination to continually develop the mitigation, preparedness, response and recovery capabilities of the county.

The Emergency Management Office administers two independent programs; the first is the Emergency Management program that is identified in State Statute 323, the second program is the Emergency Planning and Community Right to Know Act. The Emergency Planning and Community Right to Know Act is a program that local business and industries report chemicals that they have on their premises. Based on the quantity and type of chemical reported, some facilities are required to have an emergency response plan. The Emergency Management Office prepares these plans and disseminates them to the appropriate potential emergency responders in the local community. Dunn County has 55 reporting facilities and 22 planning facilities that are required to have an emergency response plan.

Funding for the Emergency Management Office programs is supported by Wisconsin Emergency Management through the Federal Emergency Management Agency in the form of performance grant criteria as outlined in a federal fiscal plan of work activities. 2015's grant revenue for both programs was \$ 57,407.00.

The Emergency Management Office continues to pursue grant funding for public safety and local government agencies. In 2015 the Emergency Management office participated in a radio grant in the amount of \$ 573,130.00 dollars for all Dunn County public safety agencies to use for daily response for emergency calls. This radio grant utilizes the statewide digital radio system with four state towers and three Dunn County tower locations. Dunn County public safety agencies now have seven tower locations providing radio coverage to Dunn County. In 2016, the Emergency Management Office will continue to work with the radio vendor, State of Wisconsin and user agencies to optimize the radio system to meet the needs of responders.

2015 did have four hazardous weather events, two were classified as F0 and F1 tornados, the other two events were heavy rain events that resulted in significant roadway damage to town roads. The reported tornados occurred on June 17th in the northwest portion of Dunn County and the second tornado occurred on July 18th in the southwest corner. The two tornados occurred in remote areas and produced minor damage to vegetation. The heavy rain events however produced significant damage town roads in six townships. These six townships are being assisted in application by the Emergency Management Office for the Wisconsin Disaster Fund to recover a portion of their costs for recovery. The total amount of potential recovery funds for these six townships is \$ 32,797 to offset their accumulated loss of \$ 46,330.00.

As we look forward to activities in 2016, the Emergency Management Office would like to thank the County Board along with a special thank you to the Judiciary and Law Committee for their continued support and guidance.

2015 **Emergency Communications**

Computerization, enhanced technology and social media are making changes in the operation of the 911 Center. The public communicates in a variety of ways and they want to communicate with 911 in all the same ways that they connect to each other. Several of the technical devices out there today have GPS and help with location identification, but they are not compatible with standard 911. The majority of the communications centers cannot receive text, videos and photos, but advancements are being made to accommodate Twitter and Facebook interactions. Our Communications Center continually strives to implement technology that facilitates connectivity to community members.

Below is a breakdown of some of the projects that our department was involved in:

Radio Coverage Enhancement/Upgrade

In 2012 & 2013 the Emergency Communications Center took advantage of an Office of Justice Assistance grant for WISCOM Digital Trunked Radio for daily use. This grant has exceeded \$600,000 with an implementation that occurred in July of 2015. The project is not fully complete at this time but is in the optimization phase as updates to user equipment are still occurring.

Emergency Medical Dispatch Upgrade

During the last quarter of 2015 we began migrating over to a new Emergency Medical Dispatch Company and recertifying all employees. With this migration we went from using a card set that sat on top of our workstation to a digital tablet.

Statistics

The number of response incidents for 2015 was 35,586, which is up about 200 calls from last year. This number indicates all calls that a telecommunicator had to create an incident for and dispatch Police, Fire or Emergency Medical Services. In the Communications Center we received and placed thousands of telephone calls. Community members use the dispatch center for connecting with Officers/Deputies, inquiring about community activities, and general information. In 2015 there were 59,214 Non-Emergency telephone calls that came into the Communications Center. The emergency calls in 2015 totaled 12,827.

Goals

A goal for 2016 is completing the WISCOM Daily Use radio project for public safety and to have final acceptance. Another goal is to hire and train personnel to reach full staff in the Communication Center. We currently have one vacancy.

I would like to thank the County Board along with a special thank you to the Judiciary and Law Committee for their continued support and guidance.

Respectfully Submitted
Melissa Gilgenbach, Director