



2018 ANNUAL REPORT  
OF  
**EMERGENCY  
COMMUNICATIONS**  
&  
**EMERGENCY  
MANAGEMENT**

## **Emergency Management:**

The Emergency Management Office activities for 2018 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 businesses and industries report chemicals 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. The 2018 grant award for both programs was \$56,251.41. Currently there are 57 reporting facilities and 20 planning facilities that are required by law to have an Emergency Response Plan.

Below is a Few Key Items the Emergency Management Office has been working on:

Visited 10 of planning facilities and updated their Off-Site Plans

- Held two LEPC meetings at two of the planning facilities which resulted in tours for those that attended
- Participated in the Colfax Functional Exercise that was held on November 7<sup>th</sup>, which tested their Emergency Operations Plan
- Participated with the Neighbors of Dunn County with their evacuation drills that tested their response time
- Assisted in updating Municipal Emergency Operations Plans with 14 of the municipalities in Dunn County

We had employment changes in our office in 2018 we hired Marie Marty, Program Assistant, who started in February 2018 after the position had been vacated in October of 2017.

As we look forward to our activities in 2019, 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

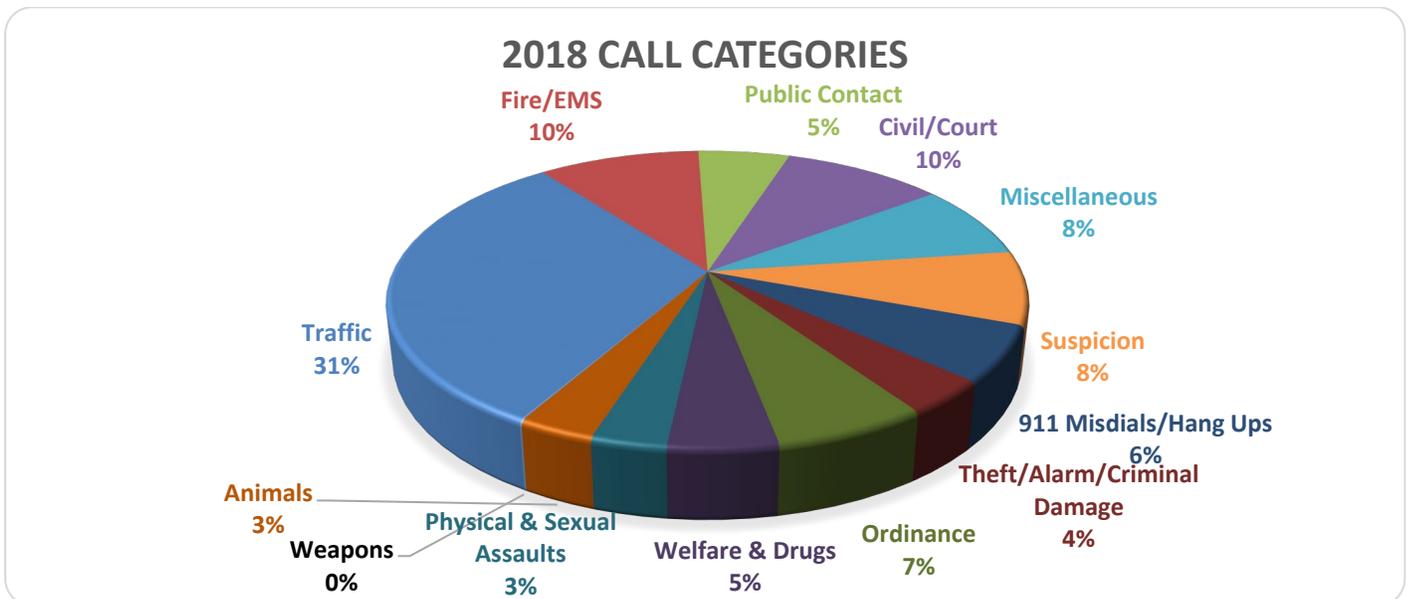
**Emergency Communications:**

2018 was another exciting and challenging year in the 911 Center. Dunn County experienced growth in our emergency and non-emergency call intake. In addition to the growth, evolution in technology brings exciting new opportunities. Unfortunately, we continue to struggle with retaining and recruiting staff.

**Statistics:**

In the Communications Center we receive and place thousands of phone calls. Community members use the dispatch center for connecting with Officers/Deputies.

The below chart represents the total number of calls that resulted in Police, Fire, or EMS being dispatched. Of the 67,000 plus calls that were received in our Communications Center 37,326 were incidents that were dispatched to the appropriate agency.



**Goals:**

The 911 Center projects for 2019 include upgrade/refresh 911 telephone system, new dispatch console furniture for the three 911 telecommunicator positions, new CAD/Records Management system and having all of our fulltime positions filled.

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*