



2019 ANNUAL REPORT
OF
**EMERGENCY
COMMUNICATIONS**
&
**EMERGENCY
MANAGEMENT**

Emergency Management:

The Emergency Management Office activities for 2019 are 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 2019 grant award for both programs was \$56,041.84. Currently there are 58 reporting facilities and 23 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
- Met with 1 new planning facility and wrote their plan
- Held two LEPC meetings at two of the planning facilities which resulted in tours for those that attended
- Participated with the Neighbors of Dunn County with their evacuation drills that tested their response time and evacuation processes
- Assisted Red Cedar Township with applying to the Wisconsin Disaster Fund due to flooding, they received a reimbursement of \$153,500.96
- Assisted New Haven with applying to the Wisconsin Disaster Fund due to flooding, they are still in the application process
- Participated in a Mass Shooter drill through the City of Menomonie
- Participated in a Measles Outbreak drill at UW-Stout
- Participated in a Hepatitis B Outbreak Drill in Eau Claire
- Assisted Chippewa County with their response due to a tornado touchdown

An item that we work on yearly is what we call COOP/COG- Continuity of Operations and Continuity of Government. That consists of working with each department in Dunn County operations to have a plan for different scenarios that may cause them to change the way they do business or provide services. The plan includes prioritizing their duties, listing their Chain of Command with communication guidelines and possible secondary locations. Each department has their plan as well as the Emergency Management Office, so we can help them work through it if needed.

Currently departments are using their plans to guide them through this pandemic.

As we look forward to our activities in 2020, 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:

2019 was another busy 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.

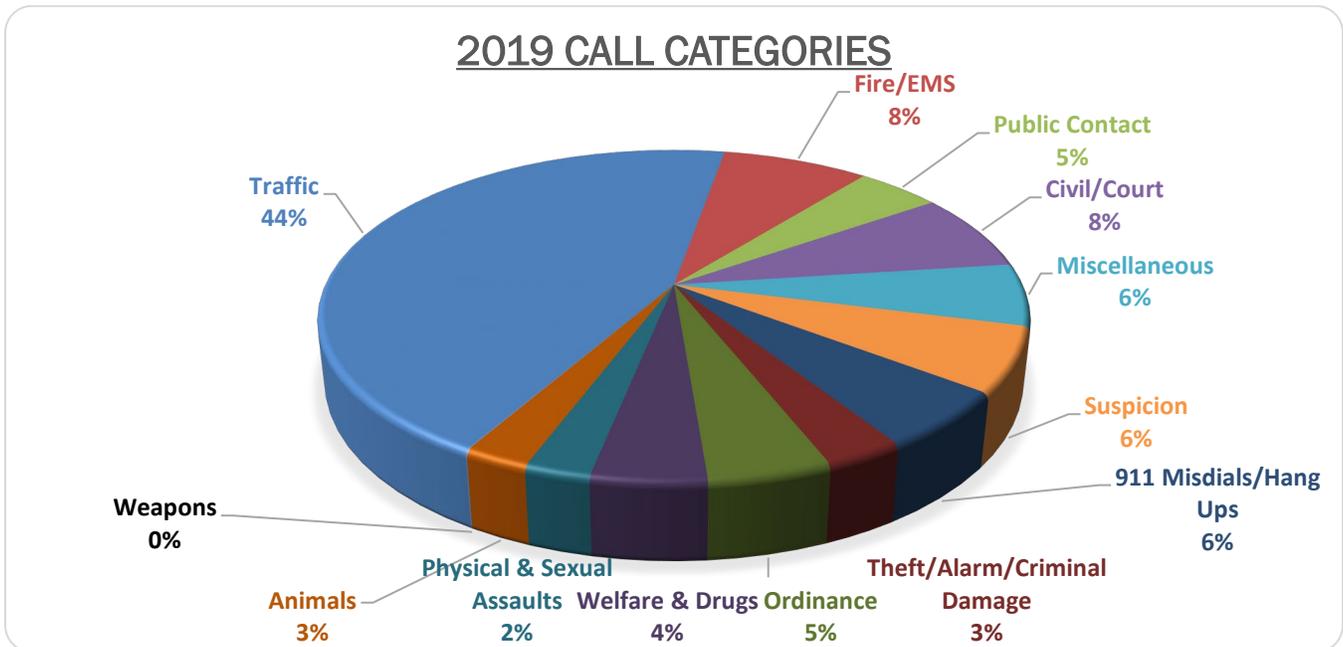
Projects:

2019 was a year for two major technology upgrades in the 911 center. In April we replaced our telephone system, with the upgrade we now are ready to move into Next Generation 911 when the time comes. The system was the same company we had before so the system was easy to work with. The largest project we had was the implantation of our new Computer Aided Dispatch system. We spent over a year preparing for implementation and went live in November. As with any large projects there we some issues to work through, but it continues to improve daily.

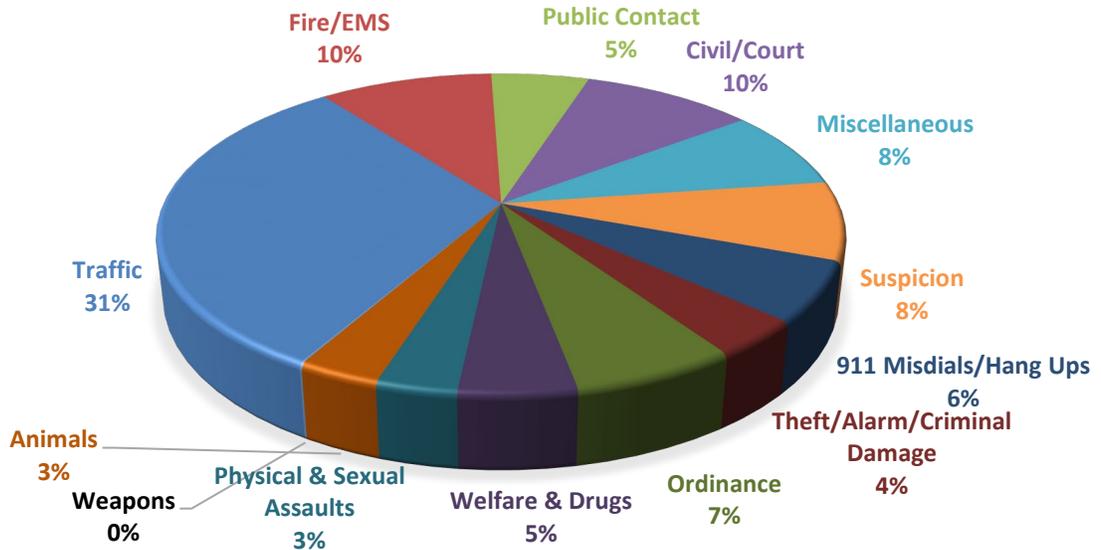
Statistics:

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

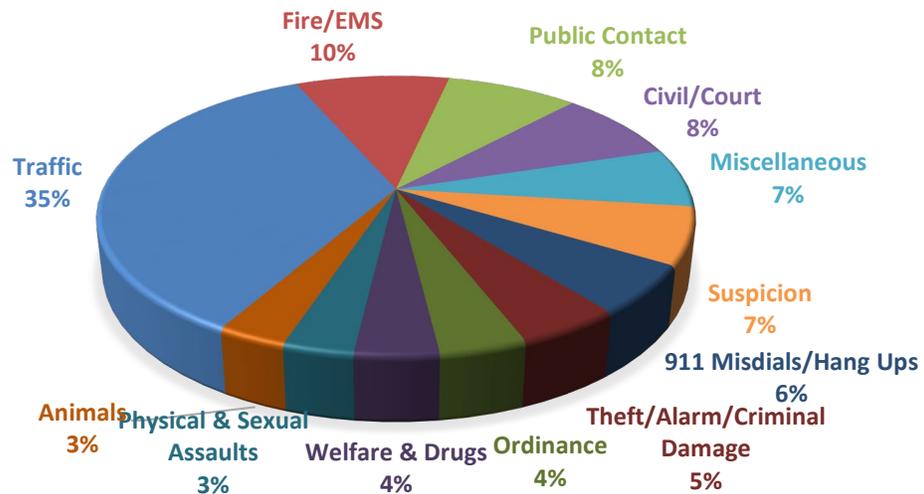
The below chart represents the total number of calls that resulted in Police, Fire, or EMS being dispatched. Of the 70,000 plus calls that were received in our Communications Center 37,326 were incidents that were dispatched to the appropriate agency.



2018 CALL CATEGORIES



2017 CALLS CATEGORIES



Goals:

The 911 Center projects for 2020 include getting our vacant positions filled new, dispatch console furniture and work on the Law Enforcement radio frequency coverage

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