



FOND DU LAC COUNTY
COMMUNICATIONS
&
EMERGENCY MANAGEMENT
2017 ANNUAL REPORT



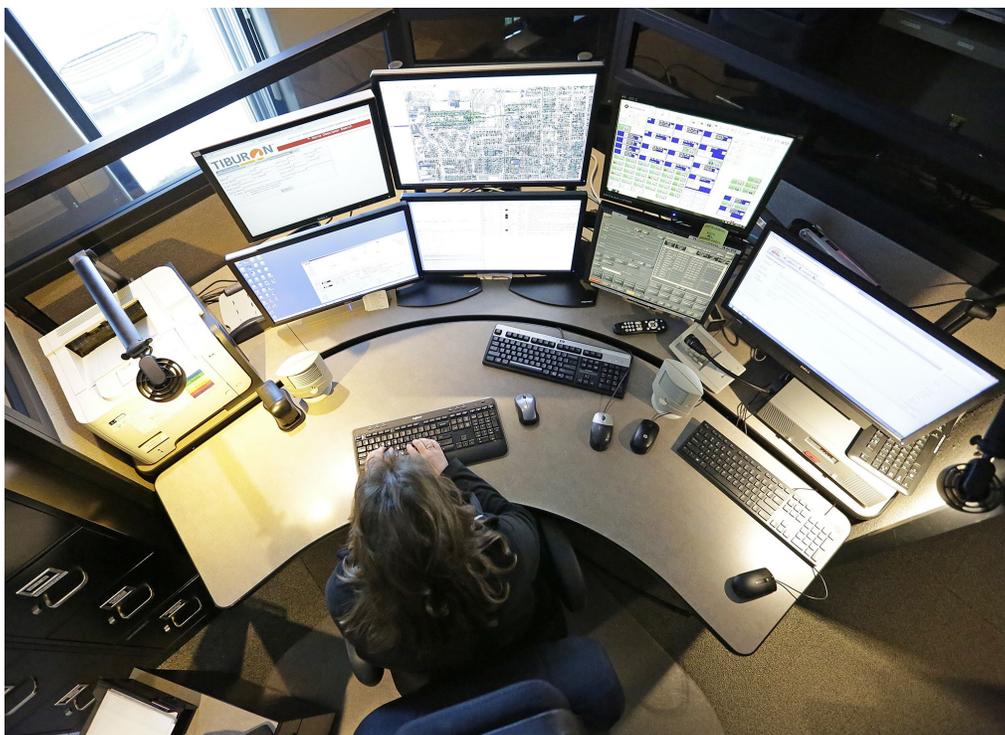
Prepared by:
Bobbi Hicken, Director

Communications Services Administrative Review Board

The Communications Services Administrative Review Board was created in 2006 as a means to oversee the Communications Services operations. The Board meets quarterly or more often, if needed.

2017 Communications Services Administrative Review Board Members

- ◇ Chief Deputy Mark Strand, Fond du Lac Sheriff's Office
- ◇ Assistant Chief Steve Thiry, Fond du Lac Police Department
- ◇ Chief Peter O'Leary, Fond du Lac Fire/Rescue
- ◇ Chief Scott Loudon, Waupun Police Department
- ◇ Chief BJ DeMaa, Waupun Fire Department
- ◇ Chief Darren Pautsch, North Fond du Lac Police Department
- ◇ Chief Jake Flaherty, North Fond du Lac Fire Department
- ◇ Chief Dean Birschbach, Town of Fond du Lac Fire Department (representing Fond du Lac County Fire Chief's Association)
- ◇ Erin Gerred, Director of Administration, Fond du Lac County (appointed by the County Executive)



2018 Communications & Emergency Management Staff

		Years of Service
Bobbi Hicken	Director	20*
Jeff Korb	Administrative Dispatcher	17*
Emergency Management Staff		
Shelley Brown-Giebel	Emergency Management Program Deputy	10
Dispatch Staff		
Stacey Grohall	Supervisor	17*
Amy Fideler	Supervisor	13
Jason Rusch	Supervisor	12
Angela Hoch	Dispatcher	22
Gina Meilahn	Dispatcher	20
Tammy Kutz	Dispatcher	20
Mary Beth Cook	Dispatcher	16
Frank Quick	Dispatcher/Trainer	30*
Bernadette Prescott	Dispatcher/Trainer	20*
Season Gehrman	Dispatcher	13
Kaleena Baker	Dispatcher	11
Kelly Steger	Dispatcher	8
Emily Puddy	Dispatcher/Trainer	5
Arthur Mathews	Dispatcher	3
Kassie Benike	Dispatcher	3
Shawna Moore	Dispatcher	2
Brandon Henning	Dispatcher	1
Tabatha Schliepp	Dispatcher	1
Allison Wolf	Dispatcher	1
Stephanie Arthurs	Dispatcher	1
Patrick-Jason Joyce	Trainee Dispatcher	1
Michelle Dahlke-Klotz	Trainee Dispatcher	1

*Years of Service included as part of the consolidation in 2004

Message from the Director

It is my honor to present the 2017 annual report. This report will provide an overview of the activities and accomplishments within the Communications and Emergency Management Departments in 2017.

I began the year as the interim director and was confirmed as the director in February of 2017. I am so appreciative for the opportunity to serve the County and work with the staff to continue to grow both the Communications and Emergency Management Departments. It is my honor and privilege to represent and lead the great people of the Communications and Emergency Management Departments in Fond du Lac County.

The Communications and Emergency Management staff continue to rise to the occasion with professionalism and a drive that allows the departments to excel and provide superior service to our customers—both internal and external. These dedicated men and women continue to awe me with their dedication and ability to adapt to changes—especially in this year of transition.

While we continue to work to hire and train new dispatchers, there still was consistent, mandatory overtime throughout the year. The majority (70%) of the overtime posted in 2017 was voluntarily filled. I appreciate the dedication the dispatchers have shown to ensure the communications center is properly staffed as well as the teamwork that is displayed on a daily basis.

As we progress into 2018, I look forward to continuing to work with staff to advance the operations and provide efficient services to the citizens and visitors of Fond du Lac County in both the Communications Center and Emergency Management Department.

Sincerely,

Bobbi Hicken
Director

Agencies Serviced by the Dispatch Center

Law Enforcement (9)

Brandon-Fairwater Police Department
Campbellsport Police Department
Fond du Lac Police Department
North Fond du Lac Police Department
Oakfield Police Department
Fond du Lac Sheriff's Office
Town of Ripon Police Department
Rosendale Police Department
Waupun Police Department

1st Responder/EMS (15)

Campbellsport Ambulance
Fond du Lac Fire/Rescue
Mt. Calvary Ambulance
North Fond du Lac Ambulance
LifeStar Ambulance
Eden 1st Responders
Eldorado 1st Responders
Lamartine 1st Responders
Mt. Calvary 1st Responders
Oakfield 1st Responders
Calumet 1st Responders
Van Dyne 1st Responders
St. Cloud 1st Responders
Town of Fond du Lac 1st Responders
Rosendale 1st Responders

Fire Departments (17)

Alto Fire Department
Brandon-Fairwater Fire Department
Campbellsport Fire Department
Eden Fire Department
Fond du Lac Fire/Rescue
Eldorado Fire Department
Lamartine Fire Department
Mt. Calvary Fire Department
North Fond du Lac Fire Department
Oakfield Fire Department
Calumet Fire Department
Rosendale Fire Department
St. Cloud Fire Department
Town of Fond du Lac Fire Department
Van Dyne Fire Department
Waupun City Fire Department
Waupun Country Fire Department

External Agencies with Occasional Services

Law Enforcement

Wisconsin State Patrol
Ripon Police Department
Wisconsin Department of
Natural Resources
Mauthe Lake Ranger – DNR Officers

1st Responders/EMS

Ripon Ambulance
Brownsville 1st Responders
Lomira 1st Responders
Kewaskum Ambulance

Fire Departments

Ripon Fire Department
Lomira Fire Department
Brownsville Fire Department
Kewaskum Fire Department

Public Outreach

In 2017, Communications and Emergency Management worked on increasing our public outreach.

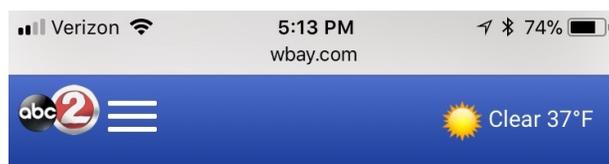
TOURS

We provided tours of the Dispatch Center to many of our responder agencies including the Eden First Responders, North Fond du Lac Ambulance, Campbellsport Ambulance, Town of Fond du Lac Fire Department, Mt. Calvary Fire Department, and Calumet Fire Department. City of Fond du Lac Fire/Rescue also had several of their new members and newly promoted supervisors spend time in Dispatch.

St. Agnes Emergency Department staff came to the Dispatch Center for a tour. We also had the Oakfield Lions, Youth Leadership of Fond du Lac, Government Day attendees, Fond du Lac Police Department Citizen's Academy and the Fond du Lac Sheriff's Office ACE (Anti-Crime Education) classes tour the Dispatch Center.

MEDIA INTERVIEWS

In 2017, we were interviewed on KFIZ and Sunny 97.7 on several occasions. We discussed Severe Weather Awareness Week, National Telecommunicator's Week, and Winter Weather Awareness. WBAY Channel 2 also did a story to highlight National Telecommunicator's Week.



911 dispatchers across the country are being recognized during National Public Safety Telecommunicators Week.



Dispatchers are considered the lifeline between first responders and the public in crisis.

At the Fond du Lac County dispatch center and every other one in our area, dispatchers remain composed as they hear from people on what may be the one of the worst days of their lives.

"People think, 'I can answer a phone, I can talk on a radio, I can do it.' You really have to have a really amazing set of skills, compassion and really be able to prioritize things in order to be a dispatcher," Bobbi Hicken, Fond du Lac County Emergency Management operations manager, said.



Public Outreach



Emergency Management partnered with the Health Department and Red E Fox to provide a booth at the Home Show Extravaganza.

We provided a booth at the Fond du Lac County Fair to display and make available readiness and preparedness information as well as pictures from the 2008 flood.



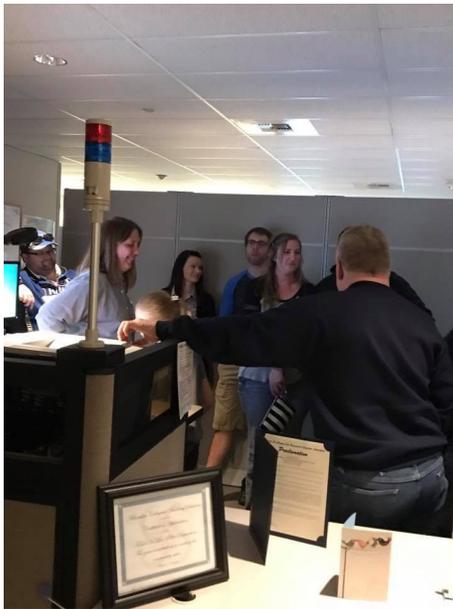
Emergency Management partnered with Mercury Marine on a weather preparedness poster contest for students. The pictures were displayed during National Severe Weather Week in the City/County Building lobby.



The National Weather Service provided a Tornado Spotter and Severe Weather Awareness class to the public, which was very well attended.

Public Outreach

National Night Out



National Telecommunicators Week Open House



Fond du Lac Fire/Rescue EMS Open House



Community Partnerships

Emergency Management continues to build strong partnerships with the municipalities through their local emergency management program. We met with the local emergency management personnel on several occasions and assisted them with putting together their own emergency operations plan that complements the county's emergency operations plan. We attend the Town Association meetings whenever possible as well.

We work closely with the Agnesian emergency management staff and attended several exercises and meetings at their Fond du Lac and Ripon campuses in 2017.

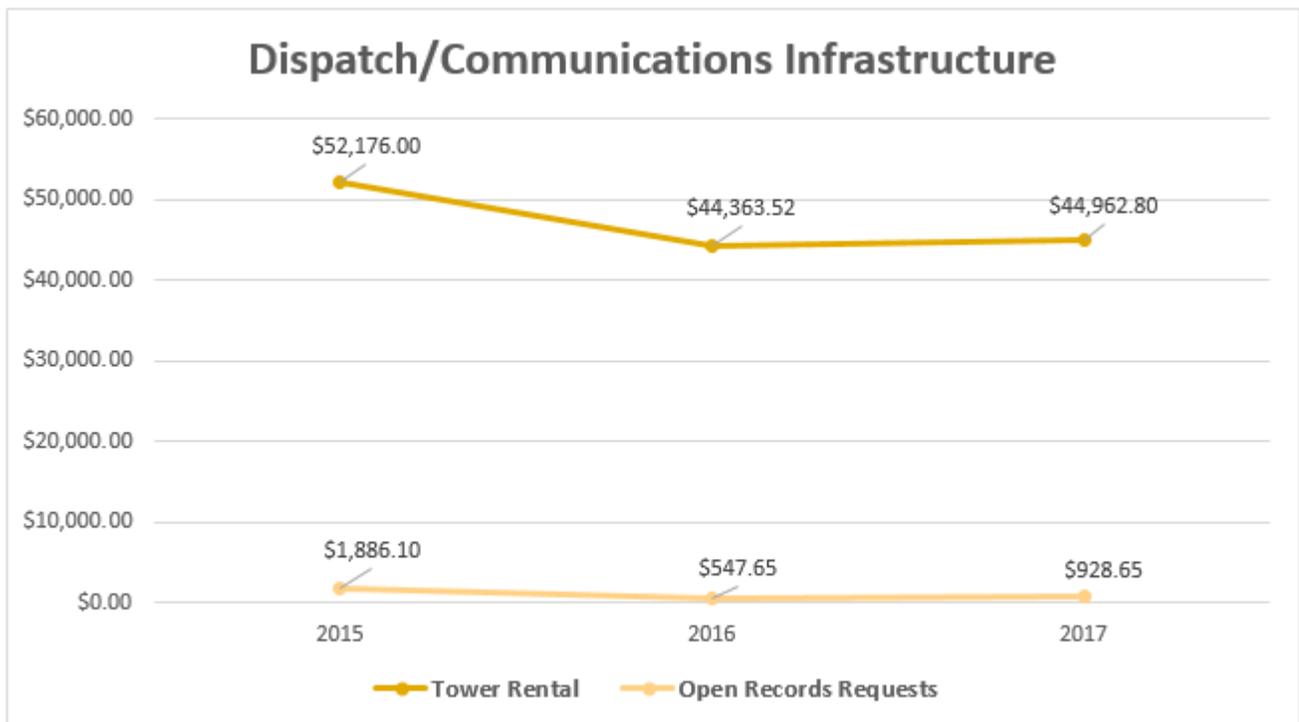
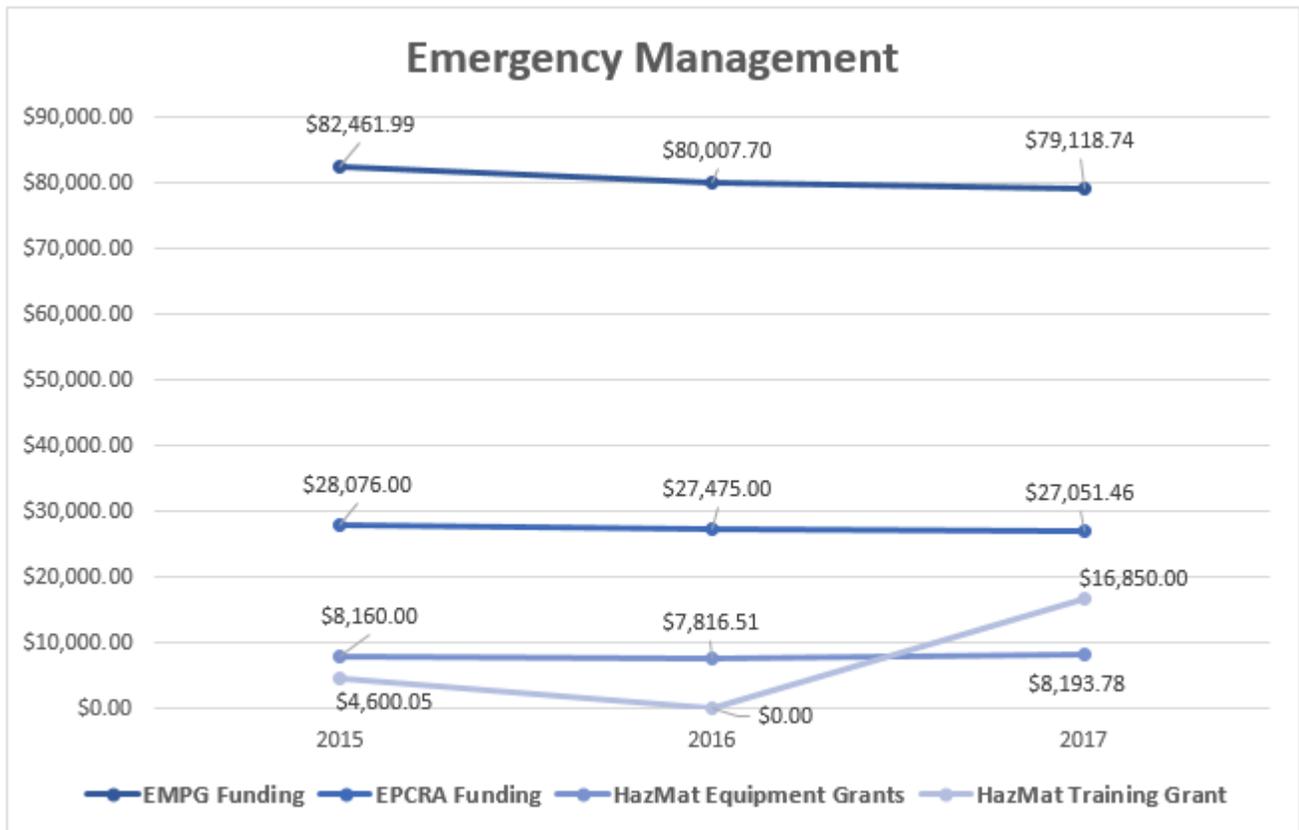
Bobbi presented to Marian University's Homeland Security Program students on emergency planning and emergency communications.

Emergency Management has been a part of the City of Fond du Lac School District's Crisis Response Team for many years. In 2017, the team spent a lot of time training staff and students on CRASE (Civilian's Response to an Active Shooter Event). This training included having exercises with staff and students at 14 schools in the district. The team, consisting of school district staff, police, fire and emergency management, also goes over the emergency plans utilized in the district.

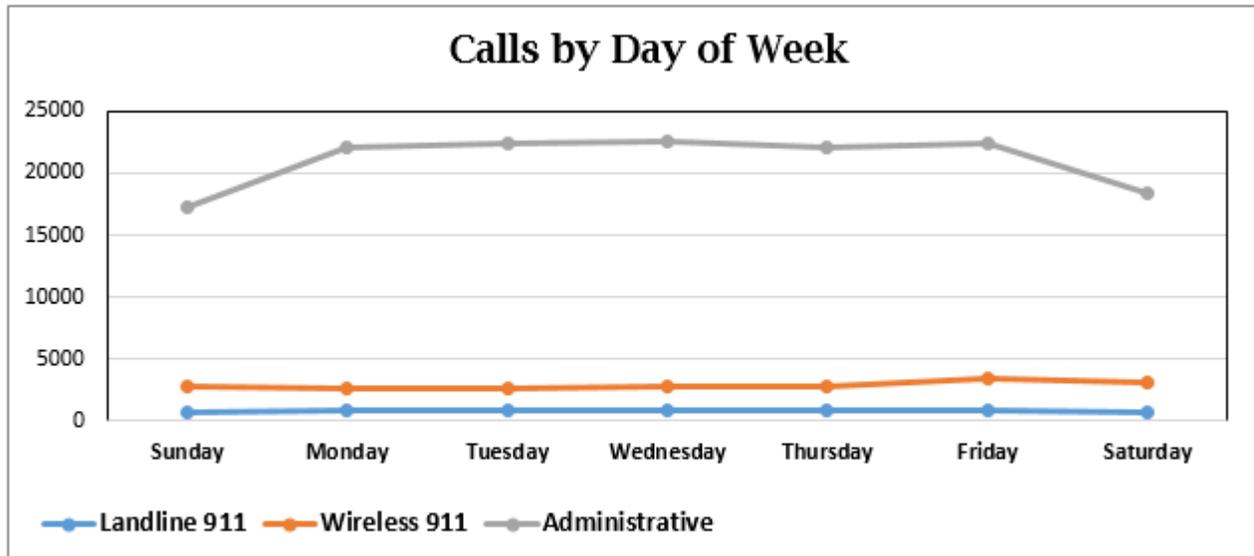
We also continue to work with the American Red Cross, United Way, Pastoral Alliance, Department of Social Services and the Health Department in building and maintaining a COAD (Citizens and Organizations Active in Disasters).

We continue to work with the LEPC (Local Emergency Planning Committee) and provide them trainings presented by facilities that have Extremely Hazardous Substances and have requirements to report these chemicals.

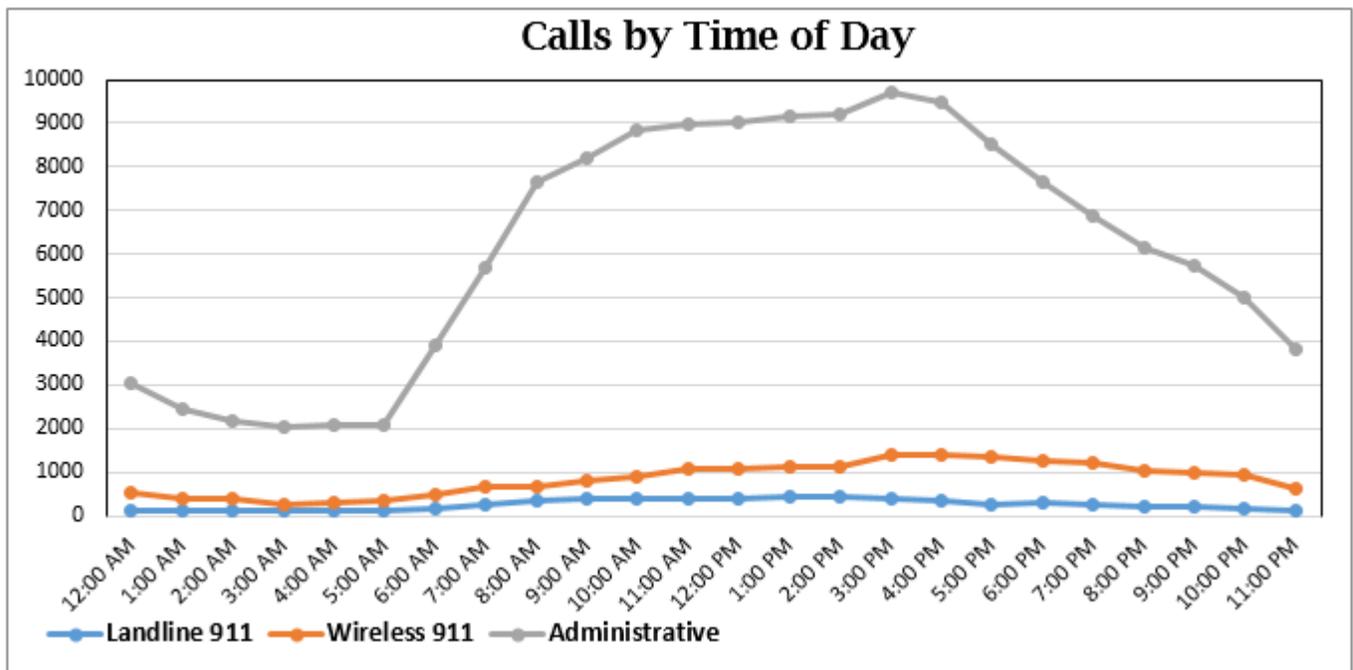
Funding Comparisons



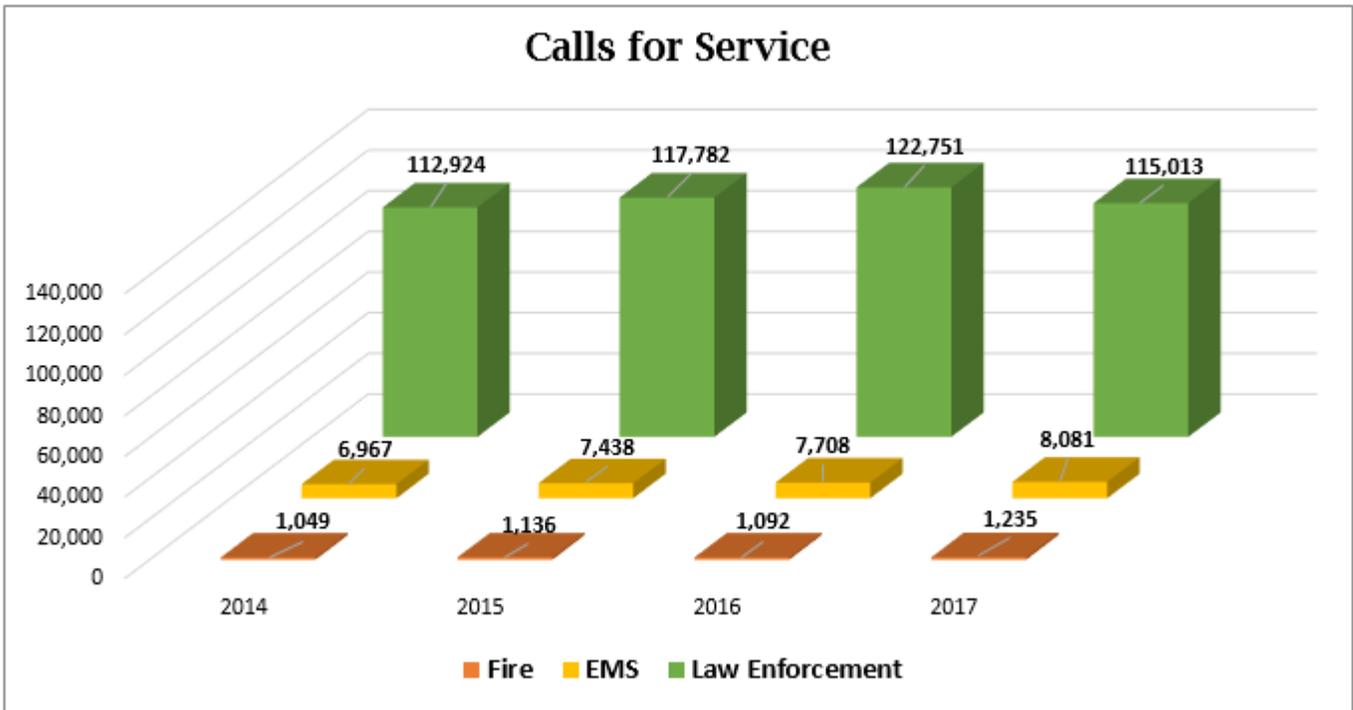
Operations—Phones



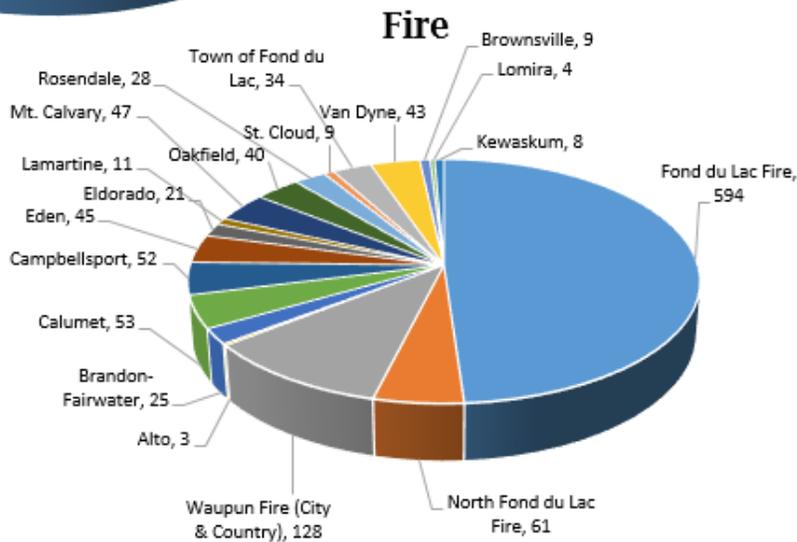
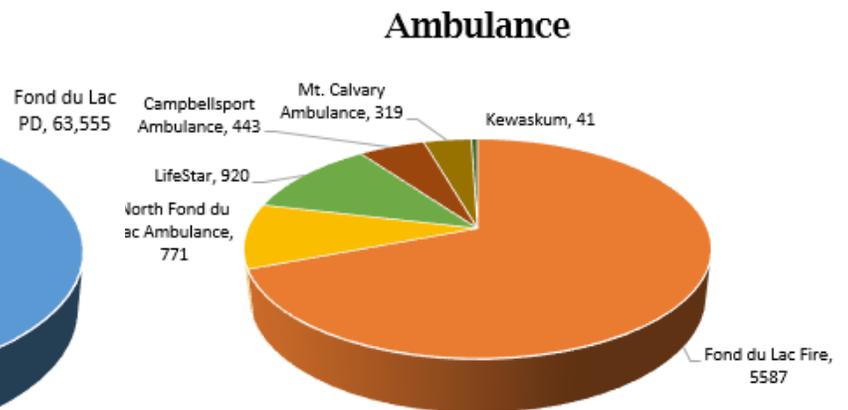
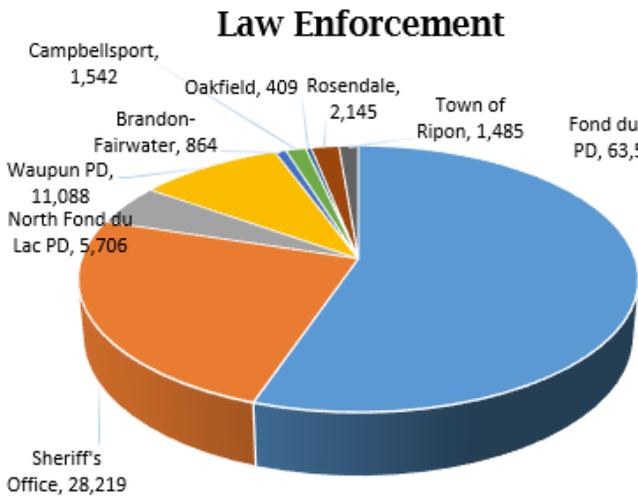
The busiest month for both administrative calls and 911 calls in 2017 was June. The busiest day of the week for 911 calls was Fridays and administrative calls was Wednesday.



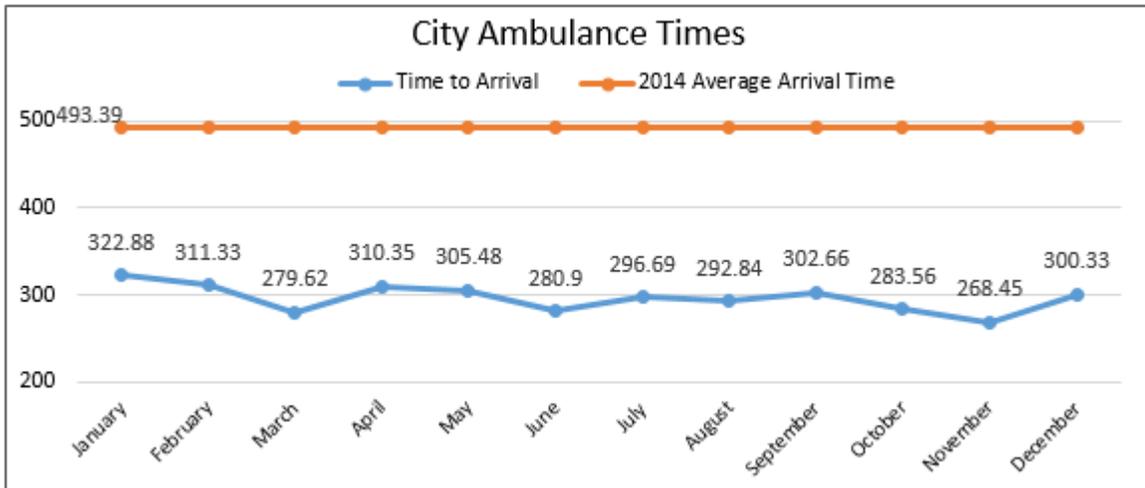
Operations



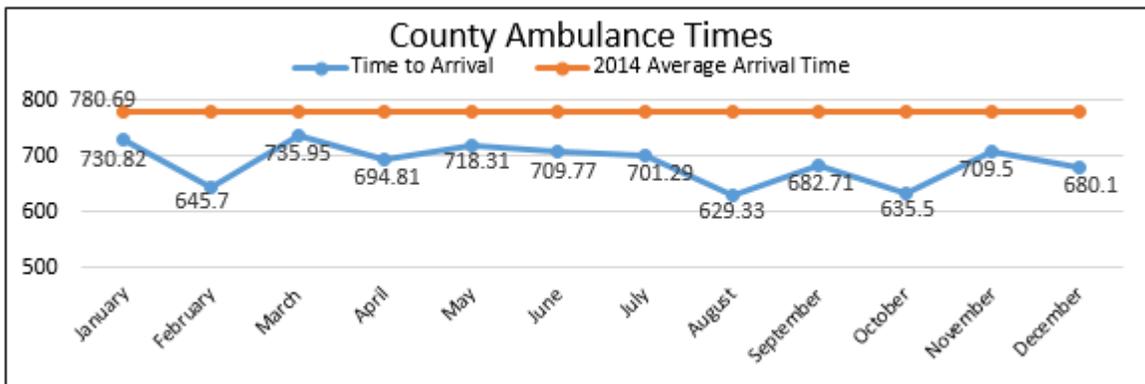
While the total calls for service for 2017 (124,329) are down from the total calls for service for 2016 (131,551), we are still seeing an increased trend compared to 2014.



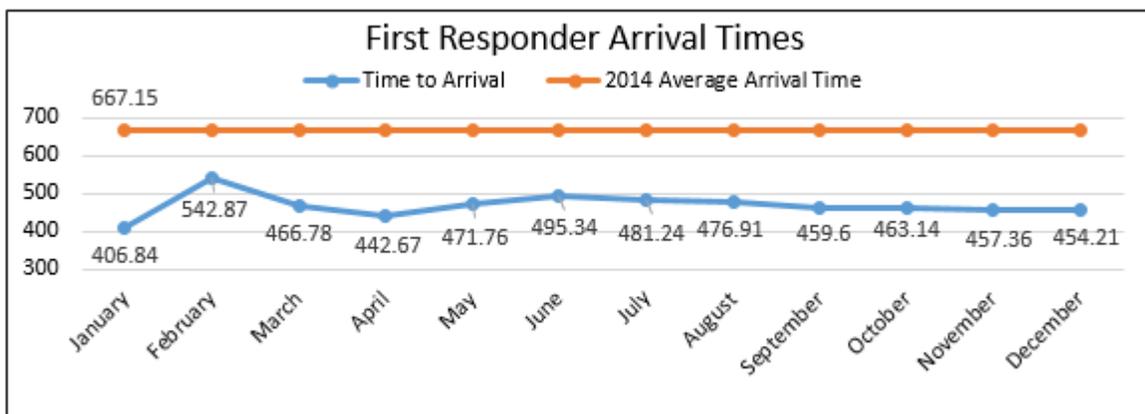
Operations—Pre-Alert Times



The average response times for City of Fond du Lac Ambulance was 296.26 seconds. This is a 197.13 seconds quicker arrival time compared to 2014, the last year before we began providing pre-alert notifications.

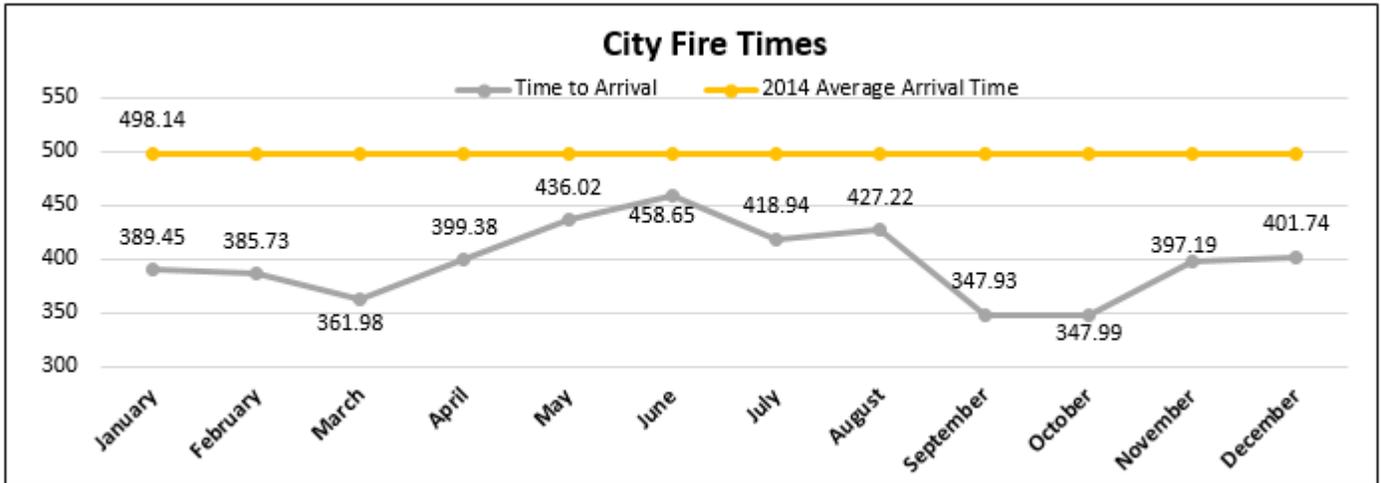


The average response times for the County Ambulances was 689.48 seconds., which is 91.21 seconds quicker than 2014, the last year before we began providing pre-alert notifications.



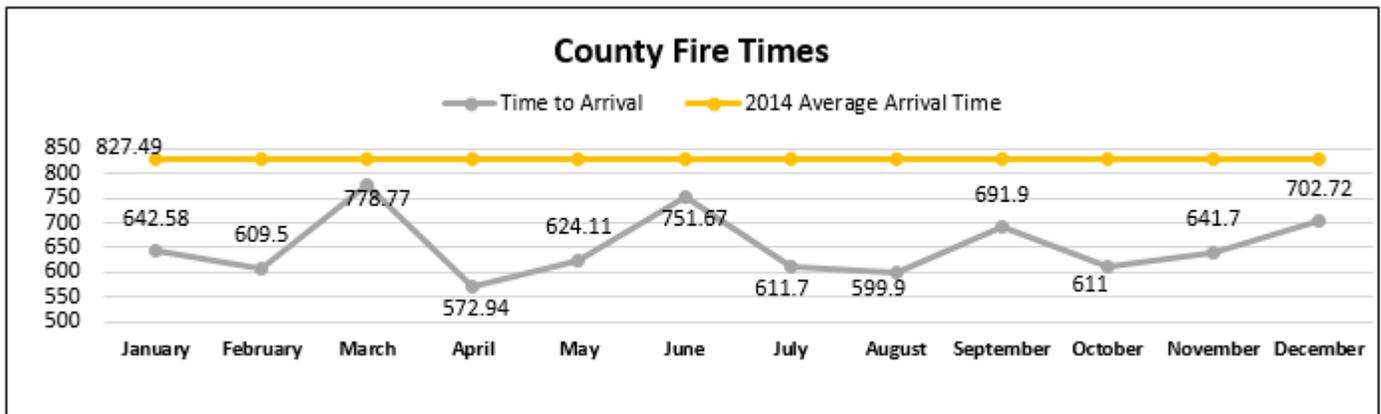
The average response times for 1st Responders was 468.23 seconds. This is 198.92 seconds quicker than 2014, the last year before we began providing pre-alert notifications.

Operations—Pre-Alert Times



The average response times for City of Fond du Lac Fire/Rescue was 397.69 seconds. This is down 100.45 seconds from 2014, the last year before we began providing pre-alert notifications.

The average response times for the County Fire Departments was 653.21 seconds. This is down 174.28 seconds from 2014, the last year before we began providing pre-alert notifications.



Team Building

We introduced fish into the Dispatch Center/Emergency Management Department at the end of 2017. This has been a great opportunity for all shifts to work together to ensure the fish are fed and taken care of. It is also a great topic of conversation for visitors.



The Dispatchers and Emergency Management Staff adopted a family of five at Christmastime through the Boys and Girls Club. The dispatchers bought and delivered toys, games, clothes and personal hygiene items for the family.



Team Building

Ready Wisconsin tracks Santa every Christmas and asked agencies throughout the state for pictures of them getting ready for Santa that they could use on their Facebook page. The dispatchers got creative and made it on several posts.



Ugly Christmas
Sweater Contest



Team Building

I challenged the Dispatch and Emergency Management Staff to a gingerbread-decorating contest for Christmas. They all did a phenomenal job with their creativity and attention to detail...and had a lot of fun doing it as well.



2nd Shift

1st Shift
& EM Staff



3rd Shift



GINGERBREAD VILLAGE FIRE - RESCUE PRESS RELEASE

On December 20th at 4 am the Fond du Lac County Communications Center received a 911 call for a Gingerbread House on fire at 123 Gundrop Lane. The home was fully engulfed and is believed to be a total loss. MABAS Division 120 responded with more units than we have room to list. The Incident Commander said "thank goodness this was handled by the night shift. It could not have gone smoother. Their actions saved the rest of the village as well as the 2 neighboring villages." More details will be released at the press conference at 6:30.

