

2010 Annual Report - DRAFT



SEWCRSG MISSION

The SEWCRSG is enhancing public safety communication systems by facilitating regional peer networking of emergency service providers. This is being accomplished through:

- Regular dialogue and information sharing
- Training
- Interoperability advancement
- Coordination with other related state/local initiatives

2010 – THE HIGHLIGHTS

SEWCRSG continued to fulfill its mission and also made progress moving forward with important communication initiatives over the past year. Below are some of the accomplishments of 2010.

- The SEWCRSG hosted two 4-hour low cost dispatcher training classes, which were attended by 48 people.
- The SEWCRSG, in partnership with WI-NENA and WI-APCO, continued to provide support for the Wisconsin Telecommunicator Emergency Response Taskforce (WI-TERT). The first WI-TERT in-service was held May 11, 2010. There are 87 active members as of yearend 2010.
- The SEWCRSG held its second annual drawing and awarded two dispatchers registration and lodging for attendance at the 2010 WI-NENA Annual Fall Conference.
- Committee meetings continued to provide SEWCRSG members a regular forum for networking and sharing information.

SEWCRSG COMMITTEE

In 2010 the SEWCRSG was served by the following officers:

President: Connie Catterall

Vice President: Sergeant Jill Raffay

Treasurer: Wendy Maechtle

Secretary: Paul Keltner

The SEWCRSG committee continued to meet regularly in 2010, holding a total of six meetings. Each meeting gave members an opportunity to share information and resources about other related state/local initiatives they are part of including WI-APCO, WI-NENA, the 9-1-1 Joint Legislative Committee, the State Interoperability Executive Council and the Traffic Incident Management Enhancement (TIME) Program. The committee also used the meetings as a forum for discussing special topics. A special topic presentation was:

- “Regional Statewide Communications Interoperability Plan (SCIP) Implementation Council Update.” **Gene Oldenburg** with the City of Milwaukee Office of Homeland Security provided an update on current activities regarding the regional councils. Regional interoperability councils have been established based on the WEM regions and Gene is the coordinator for the SE Region. Some of Gene’s tasks include updating the Communication Asset Survey/Mapping (CASM) tool, assisting counties with the development of Tactical Interoperability Communications Plans (TICP), and assisting agencies with narrowbanding.

BOARD OF DIRECTORS

Jefferson County
Leon Ruder - Watertown Police Dept

Kenosha County
Sgt. Horace Staples - Kenosha County Sheriff's Dept

Milwaukee County
Becky Leigh - Oak Creek Police Dept

Ozaukee County
Wendy Maechtle - Ozaukee County Sheriff's Office

Racine County
Sgt. Robert Kacmarcik - Racine County Sheriff's Dept

Walworth County
Vacant

Washington County
Sgt. Jill Raffay - Washington County Sheriff's Dept

Waukesha County
Richard Tuma - Waukesha County Communications

SE WI Regional Planning Commission
Vacant

WI State Patrol
Connie Catterall - WSP, Waukesha Post

WI Dept of Transportation
Paul Keltner - WisDOT Bureau of Transportation

2010 Treasurer's Report

In 2010, the SEWCRSG continued to collect membership dues. Treasurer's reports are presented at each committee meeting and a complete report for 2010 is provided below.

Beginning Balance: \$1,030.49

Total Income: \$1,550.00

- 2010/11 Dues: \$765.00
- 11/17/10 Training Registration Fees: \$490.00
- 12/07/10 Holiday Luncheon: \$195.00
- 12/07/10 Holiday Luncheon Deposit Return: \$100.00

Total Expenditures: \$1,375.75

- 2010 SEWCRSG Web site Renewal Fee: \$67.10
- WI-NENA Registration and Lodging Awards: \$630.00
- SEWCRSG Meeting Refreshments: \$66.87
- 11/17/10 Training Refreshments: \$37.96
- 12/07/10 Holiday Luncheon Deposit: \$100.00
- 12/07/10 Holiday Luncheon: \$275.00
- External Hard Drive: \$98.82
- APCO International 8x8 Brick: \$100.00

Ending Balance: \$1,204.74

- Petty Cash: \$74.19
- Checking Account: \$1,130.55

2010 Membership

The SEWCRSG's membership continued to grow in 2010 with a total of 142 individuals on the e-mail distribution list. The SEWCRSG committee identified three types of membership categories in 2010: Voting, Non-Voting, and WI-TERT Associate Members. In 2010, the committee received dues payments from 25 active voting members and 16 WI-TERT Members.





WI-TERT Mission

To provide and maintain a resource network of qualified Telecommunicators whom are available for rapid deployment to assist Public Safety Communication Centers in times of man-made or natural disasters.

TRAINING

A More Professional You: Shift Work and Customer Service

A half day, specialized training course on managing and understanding your moods and providing exceptional customer service was held at the Waukesha County Highway Department. Christine Bannister and Shelby Schmidt, both with Waukesha County Communications, provided this empowering training. The first half of the training discussed the stresses of the job and how it can impact a person both in and out of work. The second half of the training focused on remembering why dispatching is important and identified some means for coping with difficult calls. The SEWCRSG sponsored this low cost training, which was presented twice on Wednesday, November 17, 2010. A \$10 registration fee was charged to defer the cost of snacks during each of the training sessions. There were 48 participants in attendance representing 18 agencies.

TELECOMMUNICATOR EMERGENCY RESPONSE TASKFORCE

The SEWCRSG, in partnership with WI-NENA and WI-APCO, continued to provide support to the Wisconsin Telecommunicator Emergency Response Taskforce (WI-TERT). Some of the key accomplishments of WI-TERT in 2010 included:

- Applied for and received an OJA grant to assist with ongoing expenses of WI-TERT Team Member training.
- Successfully held the first WI-TERT in-service on May 11, 2010 at Chula Vista Resort in Wisconsin Dells, WI; 48 members attended.
- Conducted three WI-TERT Team Member Basic Training classes at the Wisconsin State Patrol Academy:
 - March 8-9, 2010 - 11 students
 - August 26-27, 2010 - 10 students
 - November 1-2, 2010 - 12 students



In 2011 the steering committee plans to conduct additional WI-TERT Team Member Basic Training classes, conduct an annual in-service and coordinate with WEM to possibly house the WI-TERT database on E-Sponder. The committee will also continue to maintain close coordination with ongoing national efforts.



AWARD RECIPIENTS

"It was a rare opportunity to speak with others who share your stress and understand your fears."

-Joe Laurin

"All public safety dispatchers are part of a much larger 'family' that is there for each other if you ever need them."

-Lance Thomas



Joe Laurin
Ozaukee County Sheriff's Office



Lance Thomas
Wisconsin State Patrol

INTEROPERABILITY

In 2010 the Interoperability committee focused on identifying a means for communicating when an incident response extends into multiple jurisdictions. In such situations, it is important for all dispatching agencies to understand what frequencies they can use to communicate with each other as well as what patching capabilities they may have. The committee identified the Communication Asset Survey/Mapping (CASM) tool as a means for providing agency communication information. However, until CASM is updated, the group decided to look into re-establishing the Wisconsin Interoperability System Exchange (WISE).

OUTREACH

The SEWCRSG partnered with the Traffic Incident Management Enhancement (TIME) Program again in 2010 to attend conferences and promote various initiatives. Seven conferences were attended over the course of the year. At each conference the SEWCRSG/TIME Program hosted a booth in the vendor area that provided informational outreach literature.

SUPPORT

In 2010 the SEWCRSG committee again voted to hold a drawing for the purpose of awarding two dispatchers registration and lodging to attend the WI-NENA Annual Fall Conference. The total scholarship amount was \$315 per recipient. The conference was held October 24-27, 2010 at the Kalahari Resort in Wisconsin Dells.

Both attendees wrote thank you letters to the SEWCRSG committee and provided information on their experiences at the conference.

Joe Laurin with Ozaukee County Sheriff's Department wrote "I found that the NENA conference has something for just about everybody. It was a rare opportunity to speak with others who share your stress and understand your fears. I gained valuable insight into how dispatchers are perceived by other emergency service divisions and what we can all do to make sure everyone goes home at the end of the day."

Lance Thomas with Wisconsin State Patrol said that "the convention was an incredible learning experience all around. I take away from this conference the knowledge of our changing technology as well as the stress of the job and how to handle it. But I feel the most important thing I took away from the conference were a couple simple reminders. A reminder of just how important and incredible the job that we do is and that no matter which agency you work for, all public safety dispatchers are part of a much larger 'family' that is there for each other if you ever need them."