

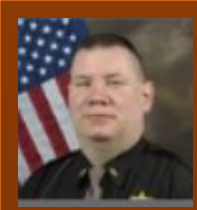
# WALWORTH COUNTY SHERIFF COMMUNICATIONS CENTER

A REVIEW OF HOW THE COMMUNICATIONS CENTER HAS AND IS WORKING TO  
MEET THE NEEDS OF WALWORTH COUNTY AS RELATED TO THE 2019 EMS  
STUDY COMMITTEE

By

CAPTAIN TODD NEUMANN

JAN - 2023



# CPT Neumann

## Background

- ASSUMED RESPONSIBILITY MARCH 29 2020 (JUST IN TIME FOR COVID)
- 21 YEARS OF SERVICE WITH WALWORTH COUNTY (22 TOTAL IN LE)
- 10 YEARS OF FIRE AND EMS SERVICE WITH ELKHORN AREA FD
- COML/COMT AND NUMEROUS OTHER TRAINING AND PROJECTS RELATED TO EMERGENCY COMMUNICATIONS SO AND FD
- HOLDS CERTIFICATIONS IN EMERGENCY MGT/ICS/PST/EMD
- MASTERS DEGREE ORGANIZATIONAL LEADERSHIP – COLUMBIA SOUTHERN UNIVERSITY – MAY 2022

# MARCH 2020

## SIT - REP

- 6 STAFF SHORT OUT OF TOTAL STAFF OF 19 (3 SUP/16 TC)
- PRO PHOENIX FIRE RMS PROJECT ASSIGNED TO CAPTAIN AND RICHARD (NOT YET STARTED)
- WORKFLOW STUDY COMPLETED
- SECOND RADIO STUDY IN THE FINAL STAGES OF COMPLETION
- MINIMAL ABILITY TO MEASURE CALL VOLUME DATA (Phones/Radios)

# JAN 2023

## SIT - REP

- 8 STAFF SHORT OF TOTAL OF 22 (3 Sup/19 TC)
- FIRE RMS IS LIVE AND RUNNING – DEPTS IN VARIOUS STAGES OF IMPLEMENTATION
- RADIO PROJECT MOVED FROM STUDY TO RFP TO CONTRACT AND IMPLEMENTATION
- IMPROVED DATA DRIVEN INTELLIGENCE FOR DECISION MAKING

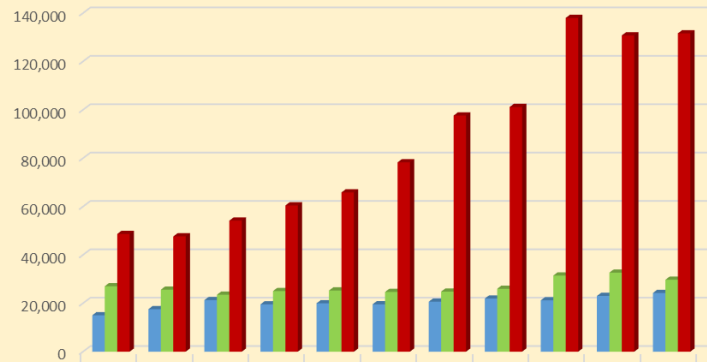
# Law Enforcement Call Volume

# Fire/EMS Call Volume

# Radio & Phone System Volume

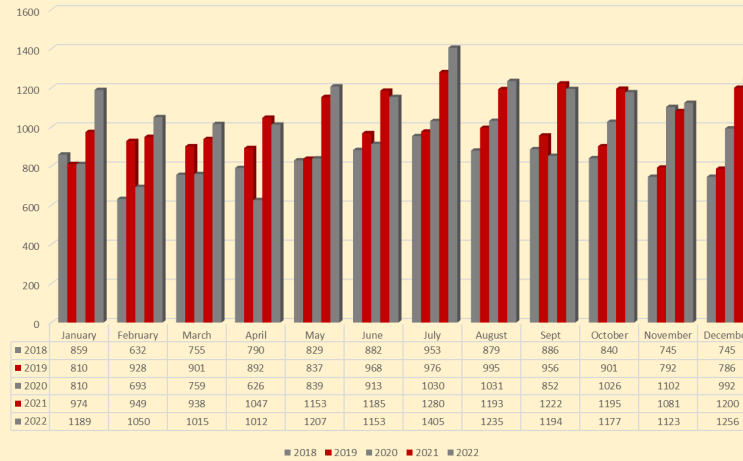
- CURRENTLY STAFFED 3 ON DUTY 24 X 7 365 DAYS PER YEAR
- NEED ADDITIONAL STAFFING DURING BUSIER TIMES (8AM to 1AM)
- WORKING TO 24X7 SUPERVISION

LAW ENFORCEMENT CALLS FOR SERVICE

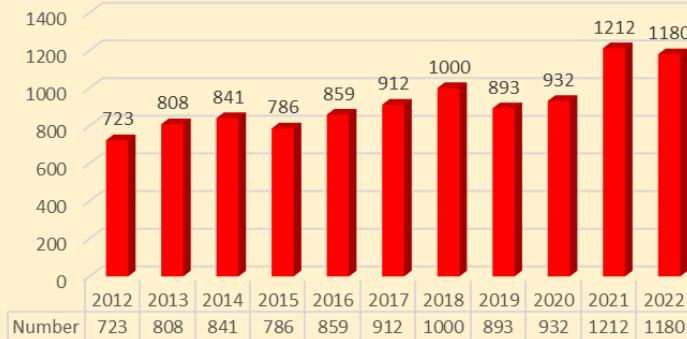


Year	911	Phone	Officer Initiated
2012	15,041	27,056	48,654
2013	17,553	25,648	47,677
2014	21,343	23,543	54,195
2015	19,573	25,046	60,472
2016	20,020	25,302	65,871
2017	19,588	24,687	78,291
2018	20,660	24,839	97,656
2019	21,950	26,000	101,180
2020	21,265	31,469	138,007
2021	23,051	32,691	130,771
2022	24,278	29,739	131,648

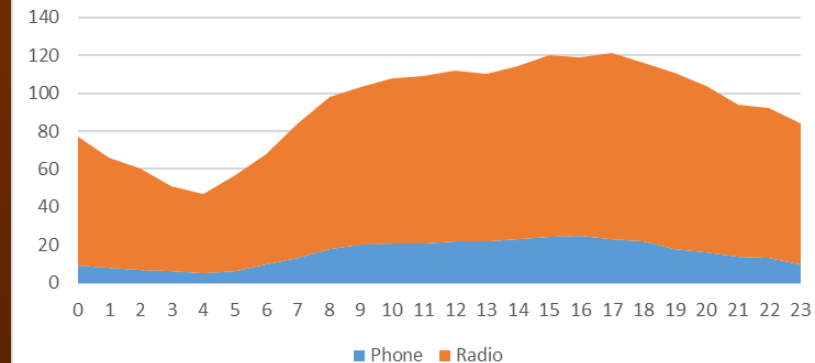
5 YEAR FIRE/EMS CALLS BY MONTH



FIRE AND EMS SERIOUS CALLS



Average Phone and Radio Activity Per Hour Aug 11 to Dec 26 2022



# SUMMARY RECOMMENDATIONS (1 of 3)

## A - Consolidated- Unified Dispatch Center

*Establish a Walworth County consolidated-unified dispatch center that operates independently of the Sheriff's Office, reports directly to the County Administrator as an independent department, and which would be responsible for countywide dispatch services.*

**Status:** The Sheriff's Office continues to provide consolidated centralized primary dispatch to all Walworth County Communities except Whitewater and Lake Geneva.

**Recommend:** Continuing to move forward with the proposed solutions provided throughout this presentation. The committee could consider the following items moving forward.

- The Sheriff's Communication Center is currently a consolidated dispatch center and is responsible for primary service to all agencies except Lake Geneva and Whitewater.
- The same challenges would be present whether a consolidated dispatch center is part of the Sheriff's Office or independent of the Sheriff's Office.
- The longer term vision of equipping all centers with similar training and equipment will make consolidation in practice a reality, which will make physical consolidation should that need to occur a smoother transition in future.

## B – Update 9-9-1 Charter

*Modify 9-9-1 governing board charter to include Fire/EMS and law enforcement professionals. Update duties to include:*

- Review & Encourage Common Protocols

**Status:** Pro Phoenix Fire RMS Module enables the CAD to be used more effective (**On-Going**)

- Committee Recommendations to Neumann

**Status:** Regular ECAC Meetings resulted in ongoing dialogue to improve dispatching operations.

- Evaluating customer service levels

**Status:** Moving to outsourced Quality Assurance

- Dispatch Staff Training & Quality Assurance

**Status:** Moving to outsourced Quality Assurance

- Develop a Unified Dispatch Protocol for all PSAPS and Ex-Officio Members from the two Remaining PSAPS, to include but not limited to Response-Time Standards and Required Mutual Aid.

**Status:** Ongoing Radio System, Fire RMS and CAD Integrated EMD Implementation influence this effort

## C – Ambulance Dispatch Improvement

*GPS devices should be installed on all ambulances, including private agencies contracted for service in the County with the capability to be located in real time by a centralized dispatch center. Protocols should be developed to determine when to dispatch the closest ambulance to respond to the emergency.*

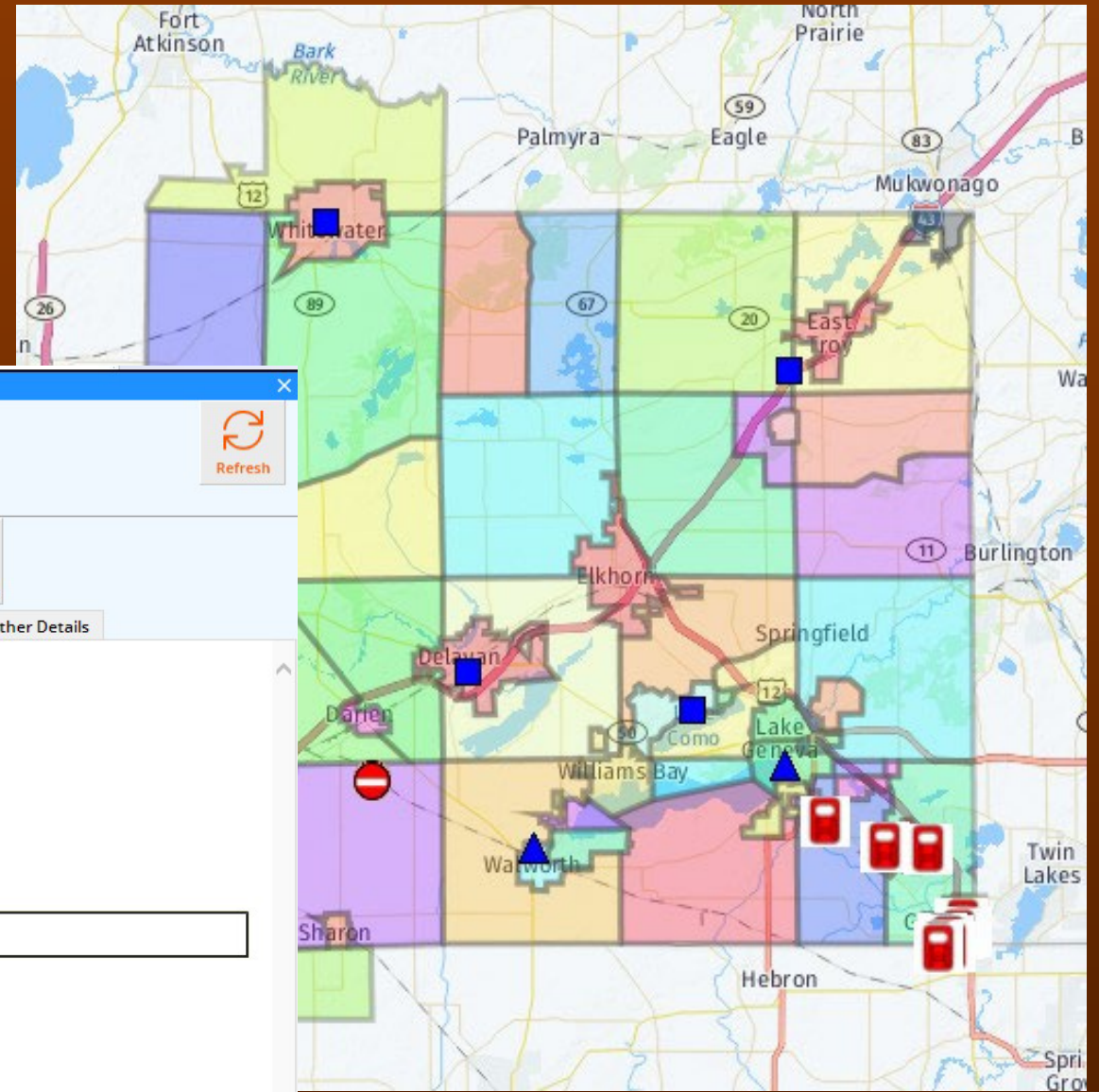
**Status:**

- Many agencies stood up MDC Terminals; some are fully GPS compatible and others in progress
- Training and SOP Updates Required
- Need Improved Agency Cooperation
- No Private Participation at this Time (Other Than MED251)
- Requires Time/People/Training

**Recommend: Run Assignments As Alternative (See Next Slide for Details)**

# RECOMMENDED RUN ASSIGNMENT DISTRICTS

- BASED ON STRUCTURE FIRE MABAS CARDS
- UNIT RECOMMENDATIONS BASED ON DISTRICT
- DOES NOT REQUIRE ALL AGENCIES TO BE FULLY USING FIRE RMS



Incident Details- East Troy Fire Department (EP)

Call# 22.001141 **Saint Peters Rd/Division St;** Map **RESCUE-Rescue** Refresh

Location Juris: No Fire (Provided by East Troy Fire) (ET)  
Rpt: 12/26 14:24 Division St/Saint Peters Rd;ET Priority: 1 District: ETF/E8 Prime Unit: AMB171

763

Comments Notify Report Update PAR Rip & Run Unit Status

RA (Next) RA (Current) Comments SOP Address Flags Unit History Premise History Details Related Calls SOP Attachment Get Weather Details

**Description (00/02)**  
173-East Troy - 173 - Town of East Troy

**Recommendation Text**  
EAST TROY > **RESCUE** > ENTIRE DISTRICT

REFERENCE:

-tone: **EAST TROY EMS**

SPECIAL INSTRUCTIONS FOR DISPATCH: *N/A*

SPECIAL INSTRUCTIONS FOR FIELD UNITS: *N/A*

<b>Ambulance</b> Req:1 Met:1	<b>AMB171</b>	<b>AMB172</b>	<b>AMB173</b>	<b>MUKAMB</b>	<b>VRNAMB</b>
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# SUMMARY RECOMMENDATIONS (2 of 2)

## D - Improve Law Enforcement First-Responder Training

*Encourage all law enforcement agencies to ensure that deputies and police officers receive first-responder training and have basic life saving equipment in squad cars.*

**Status:** This is currently the responsibility of individual agencies to provide this training, post COVID, many police agencies have stopped responding to EMS calls unless a PNB or other serious situation.

For now, all SO Patrol Squads carry Automated External Defibrillators (WWSO)

**Recommend:** I recommend that as we continue to refine our dispatching processes, we as a county work to determine which EMS calls require a police response (example: uncontrolled bleeding, heart attack, PNB, Childbirth, and we adopt a countywide stance on when police are dispatched and trained for. Many EMS calls do not require a police response and police are not equipped to do anything at those scenes other than provide a presence.

## E – Expanded Use of Pro Phoenix Fire Module

*Encourage fire departments and EMS agencies to support the concept of utilizing the Pro Phoenix fire module countywide to aid in information sharing, consistent reporting, and GPS monitoring of vehicles.*

**Status:** All County Agencies are in Different States of Implementation.

**Recommend:** I recommend that we continue to work with agencies to set up and implement at least the MDC's in their vehicles. This group could assist with this process by recommending additional resources at the county level to support set up and implementation.

## F – Assess Response Statistics Against NFPA

*Encourage every agency to assess their response statistics and ability to meet the NFPA response standards. Identify strengths and opportunities, then share with leadership and local elected officials.*

**Status:** Individual Agencies need to assess themselves against NFPA standard 1720

**Recommend:** I recommend continuing to pursue the districted dispatching model as shown in the previous slides. NFPA 1720 states a volunteer fire department should have the capability to SAFELY begin attacking a fire w/in 2 minutes of arrival and that a minimum amount of personnel be capable of responding.

**Urban Area – 15 Staff Min (9 minute resp time)**  
**Suburban Area – 10 Staff Min (10 min resp time)**  
**Rural Area – 6 Staff Min (14 min resp time)**

**The districted model with built in Auto Aid allows us to ensure this standard is met.**

# SUMMARY RECOMMENDATIONS (3 of 3)

## G – PSAPS Generate Regular Response Time Reports

*Encourage PSAPS to generate regular reports of response time statistics, by agency, to the Fire/EMS Committee, the Emergency Communications Advisory Committee, and the local agencies and their respective elected bodies.*

**Status:** Pro Phoenix is capable of generating a report detailing average response times. The reporting data is available for agencies dispatched by the Sheriff's Office to 2012 when we first went live with Phoenix.

**Recommend:** I recommend that agencies be responsible for this reporting statistic, however if the committee would like to see some statistics, I would be willing to run reports for a future meeting.

I also caution that these records were what were generated by the CAD, and may not match what individual agencies enter into their own records management systems that previously or currently exist in their agencies.

## H – Resource Cooperation

*Encourage regional cooperation in evaluating resources and utilizing financial support, if allocated, from the Walworth County budget to facilitate this cooperation.*

**Status:** County is providing financial support for possible study of Fire/EMS services.

County is providing ARPA funding support for Radio/Communication Supplementation to Municipalities.

**Recommend:** I recommend this committee find the ways to make it financially attractive to facilitate cooperation amongst municipalities.

## CHALLENGES

- Agency Buy-In and Cooperation (History)  
**Recommend:** All agencies need to come to the full understanding that everyone is interdependent on each other in our current environment. I would encourage a countywide mutual aid agreement allowing the communications center to send help where it is needed.
- Problem Recognition & Avoidance  
**Recommend:** See my above answer
- Radio System Limitations  
**Recommend:** New System Addresses Issues, if municipalities fully transition
- Training and Understanding  
**Recommend:** Continued countywide training on Phoenix and the Radio System.
- Time/Personnel  
**Recommend:** Challenge will likely persist, EMS/Fire study could address how persistent personnel and response time challenges might be overcome by various recommendations.

# QUESTIONS

