

# EMERGENCY SERVICES QUARTERLY REPORT

APRIL 1 2019 TO JUNE 30 2019

*Each quarter, the Barron County (WI) Sheriff's Department – Office of Emergency Services publishes a quarterly community report that outlines activities completed over the previous three months, and identifies active initiatives over the next three months.*

BARRON COUNTY SHERIFF'S DEPARTMENT, OFFICE OF EMERGENCY SERVICES



## **COMMUNITY OUTREACH**

- (17) Community Preparedness articles were published on social media over the past three months, reaching a total of 81,782 viewers. Articles were also included within the “Barron County Review” and Meals-on-Wheels, which also reached an additional 15,000 residents this quarter. Topics included severe weather awareness, emergency preparedness, cooling shelters, driving safety, and weather alerts.

- Active Shooter Preparedness presentations were delivered to Providence Baptist Church, United Methodist Church, Bible Camp, and the Benjamin House; instructing over 120 attendees. These presentations follow the national A.L.I.C.E. model, and some concluded with a live fire “simunition” training exercise to reinforce the training topics reviewed during the presentation.



- “Disaster Preparedness and Business Continuity Planning” presentations were provided to a group of 50 local business representatives, and to a group of 20 Barron County Youth Coalition members. Topics included business/residential/individual preparedness, local/regional/state/federal response resources, the progression of a disaster, and a review of local hazards specific to Barron County.



MCHS-Barron Kid's Safety Day



MCHS-Barron Kid's Safety Day

- On June 14<sup>th</sup>, 911 Dispatcher Dvorak attended Mayo Hospital's Kids Safety Camp at Anderson Park in Barron and instructed youth campers on how to call 911, what questions would be asked by 911 dispatchers, information to know when calling 911, and completed a test 911 call over the speaker system as a demonstration for students. Her presentation was followed by Hands-Only CPR, which was instructed by Marlene Dirkes from Gold Cross EMS.
- To maintain strong working relationships this quarter, the Emergency Services Director attended 19 local fire department meetings, two countywide police chiefs meetings, one countywide fire chief meeting, one countywide EMS directors meeting, two Rescue Task Force (RTF) meetings, one Hospital Emergency Response Coalition meeting, three Regional Emergency Management meetings, and seven emergency planning meetings.



# COMPLETED PROJECTS

- Throughout the month of May, the Director of Emergency Services coordinated with the National Weather Service and the Dept. of Natural Resources each week to determine if local burn bans were needed. This information was relayed to all townships and villages so they could make a decision regarding issuing burn bans in their specific area.

## **EMERGENCY PREPAREDNESS**

- To enhance onscene radio communications, a mobile radio repeater was installed in the Emergency Services squad. Once responders re-program their department radios, they can switch to the repeated channel anytime the vehicle is onscene and connect to the mobile repeater which is linked to the countywide fire frequency. This device will reduce dead spots throughout Barron County such as Haugen, Reeve, Dallas, Prairie Farm, and Chetek.



Cumberland School Exercise

- On May 4<sup>th</sup>, a full-scale active shooter exercise was conducted at the Turtle Lake High School from 9:00am to 12:00pm. On June 29<sup>th</sup>, another full-scale active shooter exercise was conducted at the Cumberland High School.

These training events provided emergency responders with the unique ability to test command, control, and communications strategies in a real-world environment that include volunteer patients and role players.

The scenarios involved 45 injured patients staged throughout both schools, following the (simulated) gunfire from two active shooters. Law enforcement engaged the shooters and secured the facilities while firefighters and first responders moved injured patients to EMS personnel in awaiting ambulances and helicopters. Patients were then transported to local hospitals for additional exercise training.

Participating agencies included multiple Law/Fire/EMS agencies, Life Link helicopters, area hospitals, State of Wisconsin Emergency Management, Emergency Services of Barron County, and the Barron County Sheriff's Department.



Turtle Lake School Exercise



Turtle Lake School Exercise



# COMPLETED PROJECTS

- In 2018, Emergency Services replaced the Dodge Ram with a Ford F-250. Traditionally, emergency management vehicles only provide a means of transportation for the driver. The Barron County Sheriff's Department has taken a slightly different approach to this concept by stocking the vehicle with incident-specific response supplies.

When onscene, the supplies are available for any responder to use while dealing with the emergency or disaster. Local Police, Fire, and EMS Chiefs were consulted to determine which supplies would benefit onscene operations, that are not typically be carried by other responding apparatus; and include:

- Mass Casualty Incident
  - AED
  - Triage Tags
  - Large Medical Gear Bag
  - 3 Composite Backboards
  - 20 Tourniquets
  - Colored Triage Tarps
  - EMS Patient Tracking
- Hazardous Materials
  - Absorbent Pads
  - Absorbent Socks
  - Absorbent Booms
  - 70 gal of Floor Dry
  - Petroleum Water Strips
- Radio Equipment
  - Mobile Radio
  - Portable Radio
  - Portable Radio Chargers
- Water Rescue
  - Life Jacket
  - Rope Rescue Throw Bag
- Miscellaneous Equipment
  - Laptop Internet Coverage Extender (to eliminate dead spots)
  - Cell Phone Booster (to reduce dead spots)
  - Mobile Printer (for Damage Assessment Forms)
  - 4-Foot Collapsible Road Signs (Road Closed Ahead)
  - Emergency Scene Lighting
- Technical Rescue
  - Rope Bag
  - Carabineers
  - Rescue Gloves
- Search & Rescue
  - Handheld GPS Unit
  - Ground Marking Flags
  - Laminated Aerial Maps



Emergency Management Squad

- The F-250 is also equipped with a laptop computer with Mobile CAD and hazmat plume modeling software, and a vehicle-mounted radio repeater to reduce area radio dead spots.
- The vehicle (including all equipment and supplies) were no cost to the department or Barron County tax payers; as all costs were covered through grant funding and hazmat response reimbursements.



# COMPLETED PROJECTS

## COMMUNICATIONS

- To increase radio coverage levels in the Chetek Fire and New Auburn Fire Districts, several modifications were made to the Chetek and Dallas radio towers, including the addition of more radio receivers. These upgrades significantly improved mobile and portable radio coverage and communications in Chetek and New Auburn areas, now allowing responders to communicate with the 911 Center in areas that were previously considered to be dead spots.
- The fiber line was installed at the Clinton Radio Tower, which connects critical information from the 911 Center to countywide radio towers. The fiber link also has room to expand for future items such as phones, additional radio channels, security cameras, weather stations, and other data gathering devices.

This fiber line replaces the aging microwave radio link that connected the Justice and Government Center to the Clinton Tower. By replacing the microwave connection with fiber, over \$8,000 annually was saved in maintenance agreements, in addition to eliminating a one-time upgrade cost of \$20,000 to the previous system.



Clinton Radio Tower Fiber Install

## 911 DISPATCH

- The storm sirens in Cumberland have been upgraded to be radio-activated instead of phone-activated. They are now located under the northwest quadrant paging button so dispatchers don't have to activate them individually. This upgrade saves dispatchers approximately 10-12 seconds when activating storm sirens in the Cumberland area.
- To assist with the implementation of Spillman CAD and allow dispatchers to ask questions and submit change requests in a group setting, a Google Shared Document was created. Over the past three months, over 110 requests were addressed and closed out. This allows dispatchers to continue to align the CAD system to better meet their needs.
- On June 27<sup>th</sup>, our 23-year veteran day-shift dispatcher (Betsy Theis) retired from the Barron County 911 Center to enjoy a relaxed schedule, the freedom of sleeping-in, and the opportunity to explore new hobbies.

We sincerely thank Betsy for her long-standing service to the community and wish her the best in her future endeavors.



Betsy Theis



# COMPLETED PROJECTS

## **COMPLETED TRAINING**

- On April 30<sup>th</sup>, the National Weather Service hosted two SkyWarn Storm Spotter Classes in the Government Center Auditorium. Classes were attended by a total of 76 local responders and community residents.
- On May 23<sup>rd</sup>/24<sup>th</sup>, an Incident Command System (ICS-300) class was held at the Justice Center with 20 attendees from local fire departments, hospitals, public health, and emergency management.

## **GRANT FUNDING RECEIVED: \$227,456**

- Office of Emergency Services applied and received the following grants this quarter:

\$22,146	2018 Emergency Management Performance Grant / EMPG (Second-Half)
\$6,440	2018 EPCRA Grant (Second-Half)
\$7,514	2018 Computer & Hazmat Equipment Grant
\$191,356	WI Disaster Fund (Tornado Reimbursement) for Barron Electric

## **GRANT FUNDING (AWARDED) AWAITING RECEIPT: \$74,386**

- Office of Emergency Services applied and was awarded the following grants this quarter:

\$43,679	2019 Emergency Management Performance Grant (EMPG)
\$12,882	2019 EPCRA Grant
\$10,500	2019 HMEP Training Grant
\$7,325	2019 Computer & Hazmat Equipment Grant

Grant funding received (this quarter):	\$ 227,456
Grant funding received (year-to-date):	\$ 263,556
Grant funding awarded (year to date):	\$ 337,942

## **TRAINING GRANTS**

- A \$10,500 grant application has been approved by the state to subsidize the cost of hosting the following training classes in 2019 to provide training for 172 responders:

Hazardous Materials Ops Refresher	Rice Lake Fire, Barron Fire
Hazardous Materials Tech Refresher	Rice Lake Fire
Confined Space Technician Refresher	Rice Lake Fire, Waste-to-Energy Plant
Hazardous Materials Ops Refresher	Cumberland Fire, Dallas Fire

## **911 DISPATCH**

- On June 19<sup>th</sup>, the Life Link crew landed at the Barron County 911 Center to participate in an interview with the Chetek Alert to highlight a new online system for 911 dispatchers to activate air medical resources. This new system reduces the flight request time from approx 2 minutes to approx 12 seconds, which is crucial when dealing with critical patients.

(Continued on the next page)



Barron County was the first 911 Center to beta-test this new online request system, and provided feedback to Life Link developers on improvement recommendations before it was implemented throughout their service area.

## One call away

### New app helps medical helicopter flights respond faster

BY CARL COOLEY | CHETEK ALERT

When seconds matter, a new app is helping shave off minutes when 911 dispatchers need to quickly request a Life Link III helicopter to a crash scene or medical call.

Since January 2018, Life Link III has been using a new smart phone app called OneLink. Barron County was the first to test and implement the app, said Sheriff Chris Fitzgerald.

It's for any first responder, fire fighter, paramedic, police officer or 911 dispatcher to use. They download the app on their phone and register with their department or agency.

Before, a local 911 dispatcher had to hang up the initial call, then call the Life Link III's dispatch to request a helicopter. Now, dispatchers can do it with a computer and first responders can do it with an app on their phone. It has cut down the request time from two minutes to 12 seconds, Fitzgerald said.

Lucas Stoflet, with Life Link III and who built the app, said it was made in conjunction with their dispatching software, Flight-Vector.

Improvements and upgrades have been made to the app over the past year and a half. A chat feature was added, so responders at the scene can talk with Life Link III's dispatch center in Minneapolis, Minn., about patient updates and who is at the landing zone. It also provides the estimated time of arrival and direction the helicopter is coming from.

The app has added pre-loaded landing zones, for example, a 100-by-100 foot landing pad in Big Bend Township, Rusk County.

All this information helps ensure the patient gets the



CARL COOLEY | CHETEK ALERT

**Members of a Life Link III crew landed at the Barron County Justice Center to talk about their jobs and the new app, OneLink, that helps them and first responders on the ground. Pictured above, left to right, are pilot Robert Glab, flight paramedic Doreen Snell, flight nurse Polly Spenle and flight nurse Keith Velaski.**

help they need and that the whole operation runs safely and smoothly for the helicopter, its crew and everyone on the ground.

Life Link III is a non-profit consortium of 10 hospitals which serve as members-owners, and it allows them to share the service and the costs of running it. Patients are transported to whatever hospital is best for them, not just the hospitals of member-owners.

Life Link III has eight bases, including one at the Rice Lake Regional Airport that opened in 2007. But they also call out other companies if a Life Link helicopter is not nearby.

Annually, they respond to about 103 "auto-launch" calls in Barron County. Auto-launch is activated whenever there is a serious medical call, like a heart attack or crash with ejection or major injury.

But most flights transfer patients from smaller,

rural hospitals, to larger, major hospitals; they average around 40-50 of these flights a month.

Each helicopter has a crew of three; the pilot, a flight nurse and a flight paramedic. If the patient is a young child, they can bring along one family member, too.

Life Link uses the AW119Kx, which is the fastest civilian helicopter available with a top speed of around 170 mph. Pilot Robert Glab said it takes them about 10 minutes to launch and they cruise at about two miles a minute. Most flights are about 20 minutes long, at 500 to 1,000 above the ground. They can travel for up to about three hours.

Few get to do this type of flying and Glab said he feels fortunate to do it as his job.

The equipment onboard is the same that is found in any emergency room, said flight nurse Keith Velaski,

and they can care for the sickest of patients.

They carry two units of O negative blood, have a CPR machine and have an ultrasound to detect any internal injuries or bleeding. They can also draw a patient's blood and run lab tests onboard.

Not every call ends in a positive result, but they savor the good calls, said Doreen Snell, a flight paramedic.

For Polly Spenle, a flight nurse, making a positive difference in people's lives is what is meaningful to her. When someone is hurt, their families let you in and trust you; it's a very intimate moment, she said.

"You're seeing someone at their worst point," said Snell. "You can help them and reassure their family."

"Having a helicopter in Barron County has saved many lives," Fitzgerald added.



The previous section outlined projects completed within the past 3 months.

The following section identifies initiatives in-progress over the next 3 months.

## **DISASTER PREPAREDNESS**

- In May, the Barron County Board of Supervisors approved moving forward with a federal grant that was awarded to Barron County, to facilitate the construction of a storm shelter at Prairie Lake Estates. The building will be designed as a single-use facility (storm shelter) with 988 square feet to accommodate 138 persons. The shelter will be designed, constructed, and maintained to FEMA standards for the protection of life safety, with an estimated start date in the Spring of 2020.

FEMAs Pre-Disaster Mitigation (PDM) Grants are designed to assist local communities in implementing a sustained pre-disaster natural hazard mitigation program. The goal is to reduce overall risk to the population and structures from future hazards, while also reducing reliance on Federal funding in future disasters. PDM grants are funded annually by Congressional appropriations and are awarded on a nationally competitive basis.



EF-3 Barron/Rusk Tornado on May 16<sup>th</sup> 2017



Storm Shelter Example

- Following the Missing Person Search on October 23<sup>rd</sup> 2018, the Barron County Director of Emergency Services was invited to Madison on August 1<sup>st</sup> to train the FBI's Child Abduction Response Team (CART) on how to plan and manage large-scale missing person searches.
- To increase situational awareness inside facilities during critical incidents, the Rice Lake School District is working with Emergency Management to provide access to interior and exterior security cameras for patrol officers and the 911 Center.

## **EQUIPMENT SHARING**

- The Barron County Fire Chiefs group is considering the purchase of a Porta-Count Fit-Tester for SCBA Masks. The cost of the device would be divided between participating fire dept's with equipment being shared between the group. This would save each department several thousand dollars each year in mask fit-testing fees paid to outside vendors. Most fire departments have agreed to participate in this initiative which will be discussed at the next Quarterly Fire Chiefs Meeting.



# IN-PROGRESS PROJECTS

- Mayo Hospital in Barron is considering the installation of Mobile CAD in their Emergency Room to provide ER staff members with an early heads-up of the incidents that local EMS is responding to. This would allow staff members to start clearing ER beds, activate additional ER staff members, request medical helicopter standby's at the hospital, and/or notify trauma teams for critical patients.
- Cumberland EMS has installed Mobile CAD in their EMS Units to provide their EMS staff members with the ability to see dispatch call notes, location history, address alerts, etc. This capability closes the loop on information when 911 dispatchers are busy with high call volumes, and provides a means to access additional information such as site floor plans, emergency pre-plans, etc.

## **FIRST RESPONDERS**

- Following several generous donations from our community members and local businesses, Emergency Services of Barron County is able to increase the number of countywide first responders from 25 to 35 members.

The current roster includes responders in the following areas:

- Almena area (5 first responders)
- Barron area (5 first responders)
- Haugen area (1 first responder)
- Cameron area (2 first responders)
- Chetek area (3 first responders)
- Cumberland area (2 first responders)
- Rice Lake area (1 first responder)
- Turtle Lake area (4 first responders)



Ten (10) additional responders will be added to the team over the next few weeks in areas that are in need, which will balance countywide coverage levels.

For more information on the team, including upcoming trainings, visit [www.EmergencyServicesBC.org](http://www.EmergencyServicesBC.org)

## **FIRSTNET**

- Barron County Emergency Management is currently working toward integrating FirstNet into countywide communications, ranging from daily response operations to disaster management. This nationwide public safety network is designed to provide emergency responders with priority cell phone and field internet services, offering a unique push-to-talk feature that is projected to be heavily used in Barron County to support onscene operations such as fireground communications, staging areas, specialty response teams, etc.

Law, Fire, and EMS agency members are encouraged to sign-up for First Net by contacting the Barron County Emergency Services Director. Additional information will be reviewed at the next Quarterly Fire Chiefs meeting and a comparison document (between First Net and Verizon) will be published to the countywide responder group within the next few weeks.



## **RESCUE TASK FORCE (RTF)**

- In May, an Administrative Committee was formed to facilitate the design and creation of a Rescue Task Force (RTF) Team under the Medical Branch of Emergency Services of Barron County. This team will be responsible for responding into the warm zone of active shooter incidents (under the protection of law enforcement officers) to extract injured patients and relocate them to an interior Casualty Collection Point (CCP). Firefighters then meet the patients at the CCP entrance and relocate them to an awaiting medical triage area outside of the facility. This nationwide initiative has proven to be the most effective method of saving the lives of patients suffering from gunshot wounds.

The Rescue Task Force (RTF) team consists of local responders that will be provided with all training, equipment, and supplies. The initial team will consist of 50 members as a beta-test group to ensure training and education plans are in-place. Once the beta-test group has completed the process, RTF team sign-ups will be opened to all other emergency responders in Barron County that are interested in participating. The initial team has been rostered and will be meeting soon to complete their orientation. Additional information will be published as the team is further developed.



## **MISSING PERSON SEARCH TEAM**

- To supplement local response efforts in locating missing persons, Emergency Services of Barron County will be expanding its operational capability to include a Search & Rescue (S&R) Branch in the later months of 2019. Participation on this team will be open to current responders and members of the general public. There will not be a membership capacity, however applicants will be required to pass a background investigation before formally being accepted onto the team.

Once the team is rostered, training classes will be provided such as Basic/Advanced Search Techniques, Missing Person Actions and Expectations, etc. Each year, members will also need to complete 4 hours of continuing education (provided by the team) and participate in an annual full-scale exercise. Once established, the team will serve as a regional response resource to other counties upon request.

(Continued on next page)



## **MISSING PERSON SEARCH TEAM (continued)**

This type of team offers many community benefits, including:

- **Precise Rostering:** Instead of publically advertising the specific number of volunteers needed and hoping the goal is met on the day of the search, a pre-established team will provide an exact number of volunteer searchers that are available.
- **Specialized Focus Group:** Before activating a full search team, a small core group of heavily trained searchers would be dispatched to the staging area to start gathering intel, begin focused search tactics, and plan for a larger full-scale search if needed. This approach prevents large-scale contamination of the scene and potentially destroying evidence.
- **Trained Volunteers:** Volunteer searchers will be trained and familiar with the incident command structure, missing person search techniques, search terminology, and the gear (supplies and equipment) needed to safely and effectively participate in a search.
- **Coverage:** As members of Emergency Services of Barron County, volunteer searchers will be provided with liability insurance and workers compensation coverage when participating in training or a live search.



Additional information (including the sign-up roster) will be published later this summer.

## **BUSINESS EOC**

- To support local disaster response and recovery efforts, Emergency Management is working toward creating a Business Emergency Operations Center (EOC) concept. The purpose of a Business EOC is to create a network of local and regional businesses interested in actively participating in emergency/disaster response and recovery efforts. These efforts could consist of offering physical resources such as volunteer manpower, heavy equipment, food/water, etc. Additional business involvement could be provided through logistical support such as transportation management, disaster supply storage, etc.

In the event of an incident, a situation report (SitRep) would be emailed to the Business EOC group utilizing a Google Shared Document. This would provide an overview of the incident and describe what actions are being taken regarding emergency response and recovery.

The second section of the SitRep would list any unmet needs, such as volunteer manpower, heavy equipment, chain saws, debris clean-up teams, supply transportation assistance, etc. If a business chooses to voluntarily fill an unmet need, they would simply select the need they wish to fill, and assign it to their company name. This process would provide a real-time update of resources needed and fulfillment assignments made.

(Continued on next page)



## BUSINESS EOC (Continued)

Pending the size of the incident, this group of business representatives could also be requested to meet at the Barron County Emergency Operations Center (EOC) to further support disaster response and recovery operations. Further information on this program will be released over the next few months as the program is further developed.

## PHOENIX AWARDS

- Over the past year, Barron County has experienced four emergency responses that resulted in a confirmed life-save by local first responders and citizens. On Wednesday July 31<sup>st</sup>, an award ceremony will be held at 9:00am at the Old Lakeview Medical property located at 1100 North Main St in Rice Lake.

The ceremony will recognize 60 Firefighters, EMTs, Paramedics, Law Enforcement Officers, Dispatchers, and community citizens for their part in the four recent cardiac arrest resuscitations. The ceremony will include 60 Responder Commendation Awards, six Citizen Lifesaving Awards, and three Phoenix Awards. This event is open to the public and in the event of rain, the ceremony will be relocated to the Rice Lake Fire Department.



## PHOENIX

Life-Saving Award

## 911 COMMUNICATIONS CENTER

- Administration is considering a non-renewal of the annual Tait Radio Maintenance agreement. From preliminary research, our current Racom Radio Maintenance agreement covers all aspects of the Tait Agreement, and non-renewal would save \$8,096 annually.



Dispatch Radio Computer

- Over the next few months, research will be made into replacing the Dispatch Radio Computer at each console in coordination with the I.T. Department.  
  
This is the radio interface for dispatch consoles that allows dispatchers to talk on specific frequencies and page first responders. The last upgrade to this system occurred in 2004.
- This summer, the HVAC ducts will be cleaned, filters changed, and the ceiling tile will be replaced within the 911 Center.

- Dispatch is working with the Highway Department to streamline the Car Kill Deer list as possibly a real-time shared document between all agencies involved, instead of paper documents having to be faxed each shift.
- The building roofs at the Clinton and Dallas Communications Towers are being repaired due to weather deterioration. The project is scheduled to be completed by this fall.



## UPCOMING TRAINING

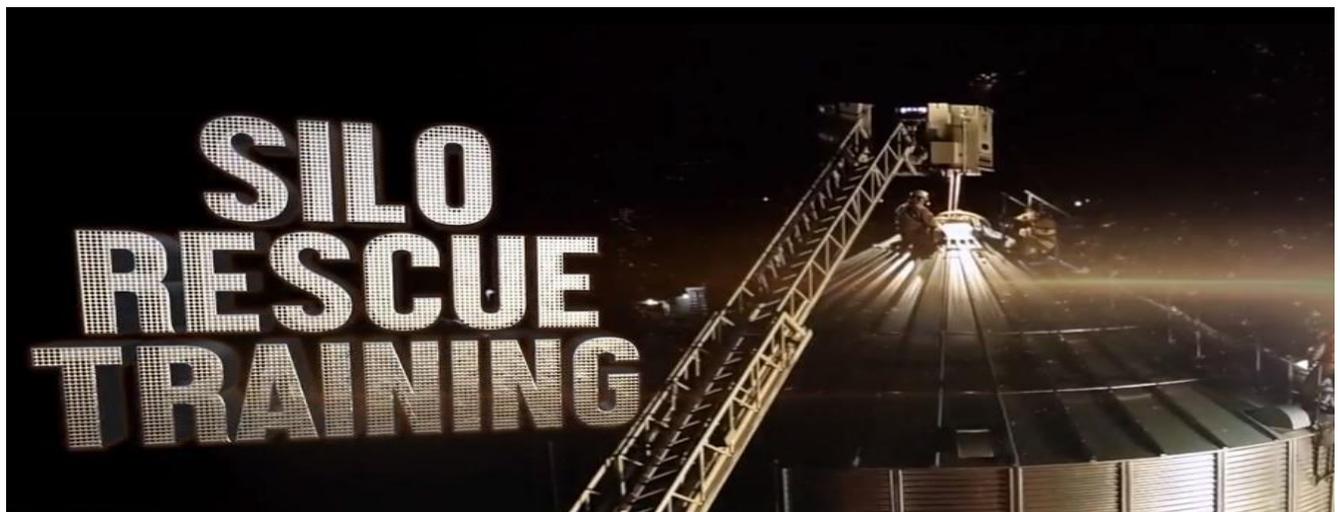
- Active Shooter Training (open to the public) will be held on July 25<sup>th</sup> in the Auditorium of the Barron County Government Center from 6:00pm to 7:30pm. This is the last public class scheduled for 2019.
- “How to Operate (H2O) Trauma on the Water” will be held on Tuesday, August 13<sup>th</sup> from 1700 hrs to 2100 hrs at Beaver Dam Lake in Cumberland.

The training is open to all Law, Fire, EMS, and First Responders; and the presentation will be followed by an active hands-on water rescue scenario. The training flyer will be published when more information is available



- Washburn County Emergency Management is hosting an Incident Command System (ICS-300) course on September 25<sup>th</sup> and 26<sup>th</sup> at the Spooner Fire Station. To register, call Carol Buck at 715-468-4730 or email [cbuck@co.washburn.wi.us](mailto:cbuck@co.washburn.wi.us)
- Over the past three years, Barron County has experienced three silo rescue calls, all of which presented unique challenges. Through a partnership with the NW Wisconsin Healthcare Emergency Readiness Coalition (HERC), a Silo/Grain Bin Rescue Training will be held in Barron County in either July or August. (Date TBD)

This class will be geared specifically toward extrication, structural stability, and safety for patients and responders. The training will also include active field exercises using realistic training props. Dates are being confirmed and a training flyer will be published in the near future.



# INCIDENT OVERVIEWS

Brush Fire  
Cameron Fire District



Motor Vehicle Fire  
Cameron Fire District



Brush Fire  
Barron Fire District



# INCIDENT OVERVIEWS

Motor Vehicle Accident  
Chetek Fire District



Brush Fire  
New Auburn Fire District



Landing Zone Setup  
Barron Fire District



# INCIDENT OVERVIEWS

Brush Fire  
Cumberland Fire District



Brush Fire  
New Auburn Fire District



END OF REPORT



Mike Judy, Director of Emergency Services  
Barron County Sheriff's Department  
Michael.Judy@co.barron.wi.us