Annual Report 2017
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ORGANIZATION

MISSION STATEMENT

TO provide support services to the Kenosha Sheriff’s Department, Kenosha Police Department, Kenosha Fire Department, and various other law enforcement and emergency services agencies in the form of dispatching, records keeping, evidence/identification functions, and fleet maintenance.

TO promote city and county government by being efficient and effective in our services through thorough knowledge of the job, proactive planning, and professionalism in the performance of duties

TO enhance the performance of the services provided by the agencies we support by being cooperative, promotive, and involved in mutual planning processes

TO share in the concerns of the community by providing service to the citizens in a respectful manner and by offering information, guidance, and direction where possible

TO develop Joint Services employees into a team of working professionals by fostering an atmosphere of mutual respect, support, cooperation, and loyalty

PURPOSE

Manage all 9-1-1 calls and other emergency and non-emergency calls for service for the Kenosha Police and Fire Departments, Kenosha County Sheriff’s Department, and county fire and rescue agencies on a 24 hour a day, 7 day a week basis.

Maintain all records pertaining to arrests, complaints, incidents and investigations for the Police and Sheriff’s Departments and provide reports to citizens upon request on a 24 hour a day, 7 day a week basis.

Prepare, maintain, and repair the fleet of Police and Sheriff’s Department vehicles.

Perform identification, evidence, and photographic processing for the Police and Sheriff’s Departments; identify criminals through the use of physical evidence; and testify in court as to the physical evidence of a crime.

Maintain the public safety software system that provides applications for Joint Services, the Police, Sheriff’s, and Fire Departments in the form of Computer Aided Dispatch, Records Management System, Fleet Maintenance System, Evidence Property Module, Civil Process, the Jail Management System, the Mobile Data System, Automatic Vehicle Locator System, along with various interfaces to other systems with which information is exchanged.
AGENCIES SUPPORTED

Law Enforcement

- Kenosha Sheriff’s Department
- Kenosha Police Department

Fire/EMS

- Bristol Fire Department
- Kenosha Fire Department
- Paris Fire & Rescue
- Pleasant Prairie Fire Department
- Town of Randall Fire Department
- Village of Salem Lakes Fire & Rescue
- Somers Fire Department
- Twin Lakes Fire & Rescue
- Wheatland Fire Department
- MABAS Division 101
KJS LEADERSHIP

KJS BOARD

Kenosha County Representatives

County Board Supervisor
Jeff Gentz

County Executive’s Chief of Staff
Jennie Tunkieicz

County Board Supervisor
Daniel Esposito

City of Kenosha Representatives

City Administrator
Frank Pacetti

Police Chief
Daniel Miskinis

Alderman
Rocco LaMachia

Member at Large

Mark Modory

KJS MANAGEMENT

Director Tom Genthner

Assistant Director Joshua Nielsen

Human Resources Coordinator Bev Sebetic

Finance Assistant Francine Hooper

Communications Manager Mike Blodgett

Evidence/Identification Manager Mark McMullen

Fleet Maintenance Manager Pat Sepanski

Records Manager Stephanie Lorenzo

Assistant Communications Manager Nikki Beranis
HUMAN RESOURCES

During 2017 Joint Services saw individuals hired in various departments, four retirements from two departments and two promotions within the Communications Department. Several employees hit significant milestones in their years of service including two employees who started with Kenosha Joint Services in 1982.

Hired
- 911 Telecommunicator Tanya Sunderland
- 911 Telecommunicator Christopher Gustafson
- Fleet Maintenance Technician Joshua Aceto
- Records Clerk Samantha Armstrong
- 911 Telecommunicator Jessika Thompson
- 911 Telecommunicator Brittany Smith
- 911 Telecommunicator Staci Schertz
- 911 Telecommunicator Lacey Ebler
- Records Manager Stephanie Lorenzo
- Records Clerk Heather Behringer
- Records Clerk Amanda Loef
- Fleet Maintenance Technician Rodney Bernet
- Vehicle Cleaning Operator Stephen Seleski

Retirements
- Records Supervisor Colleen Weaver
- Evidence/Identification Technician Carol Zamba
- Records Clerk Mary Haney

Longevity

30+ Years
- Human Resource Coordinator Bev Sebetic (35)
- Evidence/Identification Technician Darla Childers (35)
- 911 Telecommunicator Deborah Helton (34)

25+ Years
- 911 Telecommunicator Joan Zarletti (28)
- 911 Telecommunicator Renee Riesselmann (28)
- 911 Telecommunicator Doug Saulys (26)
- Fleet Maintenance Manager Pat Sepanski (25)

Promotions
- Communications Supervisor Samantha Schlecht
- Assistant Communications Manager Nikki Beranis
FINANCE

Joint Services 2017 operating budget totaled $9,372,569. Two other major capital projects, including the Public Safety Software Project and the 911 System Replacement, totaled an additional $4,500,000.

<table>
<thead>
<tr>
<th>2017 Operating Budget Revenues</th>
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<tbody>
<tr>
<td>City Operating</td>
<td>$3,523,473</td>
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<tr>
<td>County Operating</td>
<td>4,315,096</td>
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<tr>
<td>Other Revenue</td>
<td>834,000</td>
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<tr>
<td>Fund Balance</td>
<td>700,000</td>
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<tr>
<td>Total</td>
<td>$9,372,569</td>
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</table>

<table>
<thead>
<tr>
<th>2017 Operating Expenses By Department</th>
<th></th>
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<tbody>
<tr>
<td>Administration</td>
<td>$778,633</td>
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<tr>
<td>Communications</td>
<td>3,360,569</td>
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<tr>
<td>Evidence ID</td>
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<td>Fleet Maintenance</td>
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<td>Records</td>
<td>1,613,042</td>
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<td>Information Technologies</td>
<td>806,355</td>
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<tr>
<td>Lease of Space</td>
<td>639,682</td>
</tr>
<tr>
<td>Total</td>
<td>$9,372,569</td>
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</tbody>
</table>

COMMITTEES

Joint Services staff participated in several committees during 2017, these committees provide for cooperative and proactive planning between many of the agencies served by KJS.

KJS Oversight Committee

The oversight committee is made up of the Director of Kenosha Joint Services, Chief of Police, Sheriff, Fire Chief, and a representative from the County Fire Chiefs and Captains Association. This committee reviews operational issues throughout the year and provides coordinated direction to Joint Services for operational policy and procedure issues.

Public Safety Software Steering Committee

The Public Safety Software Steering Committee is made up of Agency Administrators from KJS, KPD, KSD, KFD, and the New World System Administrator. It also includes support from many subject matter experts within each agency. The committee meets on a monthly basis.

The committee is governed by an MOU between the organizations. It is tasked with overseeing system setup, policy and procedures pertaining to the system, system upgrades, and making recommendations to the KJS oversight committee, KJS Director, and the KJS Board for future needs.
This steering committee played a major role in the implementation of New World in 2017. The group has developed policy and procedures through a coordinated effort between all stakeholders to make sure the system is working in a useful and efficient manner.

**Communications Committee**

The communications committee is made up of individuals from each stakeholder agency who are primarily responsible for communications equipment and procedures. This committee meets several times a year and is tasked with ensuring each agency is aware of how other agencies are progressing with their communications infrastructure and procedures. The committee also promotes coordination in projects where practical.

During 2017 the committee has primarily worked on a county initiative to upgrade county owned radio infrastructure. This includes preparatory work in transitioning the main county fire radio channel to a new frequency. The committee also focused on development of an RFP to build out a county wide VHF simulcast system to improve land mobile radio communications among first responders in Kenosha County. The RFP was still in development at the end of 2017.

**Kenosha County Chiefs and Captains Association**

This committee consists of command level officers from each of the fire and rescue agencies within Kenosha County and leadership from organizations providing support to these agencies. The Communications Manager meets with this committee on a monthly basis.

This committee is primarily concerned with fire and rescue operations within Kenosha County. The goal of the committee is to provide operational continuity within the county and give members a time to voice countywide concerns.

**OPERATIONS**

**DEPARTMENTS**

Kenosha Joint Services has four operational departments and a contracted IT provider. The departments are Records, Communications, Evidence/Identification, and Fleet Maintenance. Each department has a specialized mission to provide the services KJS is tasked with.

**SUPERVISION**

Supervisors, along with department managers, oversee day-to-day operations of the staff. The 2017 supervisors were:

- Communications Shift Supervisor Jeff Lovell
- Communications Shift Supervisor Kevin Vyyvan
- Communications Shift Supervisor Samantha Schlecht
- Records Shift Supervisor Maureen Anderson
- Records Shift Supervisor Tiffany Hardy
- Communications Shift Supervisor Missi Krewal
- Communications Shift Supervisor Josh Radandt
- Evidence/Identification Supervisor Seb Kawka
- Records Shift Supervisor Colleen Weaver

**TRAINING**

Throughout 2017 each department spent hundreds of hours training. Much of the time was dedicated to the Public Safety Software project. Each staff member in the Records, Communications, and Evidence/Identification Departments received between eight and twenty hours of training on the new software system prior to the Go-Live event on May 1, 2017.
Each departments training staff put in enormous effort to train the thirteen new hires throughout the year. The training is department directed, developing skills to serve the needs of each agency.

Training officers in each department provide instruction in the form of on-the-job training as well as classroom instruction for new employees.

**INFORMATION TECHNOLOGY SERVICES**

Joint Services signed a three year contract, for calendar years 2018 through 2020, with Comsys Inc. to provide 24/7/365 support to all of the departments within Joint Services.

Comsys staff put in 7,242 hours of work in 2017 supporting the various KJS departments and playing a major role in the Public Safety Software Project. A new IT ticketing system was implemented in the first quarter of 2017; the following charts provide a breakdown of the number of tickets opened and hours worked for June through December of 2017.

**MAJOR EVENTS**

**Country Thunder**

As every year, Country Thunder placed a significant amount of work on the staff of Kenosha Joint Services. There were 428 incidents reported during the four day festival. Kenosha Joint Services 911 Telecommunicators provided services in the Kenosha Sheriff’s Mobile Command Unit on-site during the event. The Records Department staff processed the resulting reports and citations.

**MABAS**

The Mutual Aid Box Alarm System (MABAS) allows rapid and easy access to mutual aid for fire or EMS events which exhaust the resources of the local jurisdiction. The communications center is responsible for dispatching the extra resources required, for arranging additional needs from the fire department having jurisdiction over the incident and for coordinating incoming response to ensure the proper resources are responding.

In 2017, the communications department assisted our local fire departments with 34 total MABAS events. Nineteen of these events were in Kenosha County. Fifteen were for Wisconsin or Illinois agencies outside of Kenosha County.
**Operational Statistics**

**238,333 Phone Calls Into the Communications Center**

- Total 911 Incoming Calls
- Total Admin Incoming Calls

**171,710 Calls For Service Dispatched**

- Non-Emergency Calls: 54,650
- 911 Calls: 47,742
- Officer Initiated: 67,932
- Walk In: 1,386

**3,293 Fleet Maintenance Services Performed**

- Vehicle Repairs: 1896
- Preventative Maintenance: 1225
- Warranty Items: 71
- Emergency Equipment Service: 101

**$2,161,036 Receipted by Records Department**

- Jail Bonds: $1,755,840
- Warrants: $108,668
- Inmate Account: $59,791
- Citations: $45,819
- Other Agency: $52,920
- Ordinance Violations: $5,929
- Miscellaneous: $19,420

**Warrants Entered by Records Department**

**Pieces of Evidence Processed**

- Evidence Intake: 15,911
- Evidence Destroyed: 10,887
- Evidence Returned: 1,319

**Bookings by Evidence/ID, Aug-Dec**

- Non-Criminal: 258
- Criminal: 205
2017 PROJECTS

PUBLIC SAFETY SOFTWARE PROJECT

This software project may have been the single largest change the organization has experienced over the past twenty years. The staff’s participation from end users, trainers, supervisors, and managers was critical to the success of this project. This project impacted every department and every employee within the organization as well as every agency we serve. The project included implementation of the following software modules:

- Law Enforcement Records Management System
- Evidence Property Room
- Fire Mobile
- Digital Imaging Management System
- Computer Aided Dispatch System
- Law Enforcement Mobile
- Corrections Management System
- RTA Fleet Maintenance Software

FLEET MAINTENANCE BUILDING

The Fleet Maintenance Department moved from the Public Safety Building to the Fleet Maintenance Building in November of 2017. The new Facility increased the amount of usable space for automotive work as well as storage and office space. The facility also included new vehicle lifts, tire alignment machine, forklift, and vehicle exhaust extraction system.

Department staff were able to continue performing needed maintenance during the move while also moving all of the equipment, supplies, and tools.

911 SYSTEM REPLACEMENT

A new Airbus Vesta 9-1-1 platform was installed in the third quarter of 2017. This system greatly improves functionality, adds redundancy, and provides full 9-1-1 functionality at the backup center. The system was installed by Frontier Communications. The transition to the new system was seamless and transparent to the public.

WAGE STUDY

A wage and compensation study was completed by Springsted Inc. during the second quarter of 2017, the recommendations were implemented in the third quarter. Average starting, mid and maximum rates were increased for all positions within the agency. The plan also provides KJS with a standardized pay scale made up of twenty grades with nine steps in each grade. Each grade has a 6% separation and each step has a 3% separation.

SOCIAL MEDIA

Records Manager Stephanie Lorenzo created a Facebook page dedicated to KJS. The purpose is to share information about KJS as well as job openings and achievements of the organization. The Facebook page can be found at https://www.facebook.com/KenoshaJointServices/
2018 PROJECTS

NEW WORLD SYSTEMS UPGRADE

The Public Safety Software Steering Committee has scheduled an upgrade of the New World Software to begin in the third quarter of 2018. This will start with an upgrade of the test system which will undergo significant testing before the production system is upgraded in the fourth quarter of 2018.

SHOOTING RANGE REMODEL

The shooting range used by both the KSD and KPD will be remodeled during the 2018 calendar year. Plans are for the range to be completed in the third quarter of 2018. This project includes installing a modern HVAC and ventilation system, bullet trap, and cleaning area. It also will result in a lengthening of the range.

EVIDENCE STORAGE REMODEL

The first phase of the remodel of the evidence storage area will take place during 2018. This includes a design to modernize the storage shelving to more efficiently utilize the current space.

911 CENTER STUDY

Joint Services will bring in a consulting firm to analyze the Communications Department. This includes looking at resources, procedures, and staffing. The consultants will provide a needs assessment and make recommendations for future consideration as well as ensuring best practices are being used.

DISPATCH CONSOLE SYSTEM REPLACEMENT STUDY & RFP

Joint Services has brought in Elert & Associates Consulting to perform a needs assessment of the current radio dispatch console system which reaches the manufacturers end of life in December of 2018. The first phase of this project will be a needs assessment and recommendations. Elert & Associates will also assist management in development of an RFP for the selection of a replacement system.