# GOVERNMENT SERVICES COMMITTEE MEETING MINUTES

**June 21, 2022**

IN-PERSON and WEBEX VIRTUAL MEETING AT IVES GROVE AUDITORIUM

Chairman Kaprelian called the meeting of the Government Services Committee to order at 6:00 p.m.

The meeting was attended by Chairman Kaprelian and Supervisors: Demske, Maldonado, Harmon, Rutkowski, Trottier, and Wishau; and Youth Rep Deanparvar

Excused: Youth Rep Guerrero Absent:

Also Attending: Communications Director Jackie Bratz and Supervisor Spencer

1. **Youth in Governance Statement**: read by Rep Deanparvar
2. **Public Comments**: The following members of the community spoke: None
3. **Chairman Comments:**
4. **Approval of minutes from previous meeting(s)**

**Action:** Move to Approve the minutes from the May 17, 2022, meeting.

**Motion passed.** Moved: Supervisor Demske Seconded: Supervisor Maldonado

Vote: All Ayes, No Nays. Youth Vote: Aye

1. **New Business**
   1. Presentation by Communications Director Jackie Bratz

Director Bratz reviewed her office’s responsibilities including staff crew of 46 dispatchers, 3 shift supervisors, and a Public Safety Administrator who all address real-time issues. The department dispatches for all Racine County fire and police departments and receives 800 to 1000 calls per day on average. Dispatchers receive 6 – 8 months of initial training and ongoing trainings as well.

The PEER Support Program is used by the dispatchers for checking in and expressing their experiences on the job so they can cope in a healthy way with what is a very taxing and stressful occupation.

The Communications Department has ongoing retention issues, although the increases in wages due to ARPA money and a referral program has helped. One issue to address is educating the public on when to call 911. One tool is an online form that City of Racine staff can help the public fill out. Another tool is Rapid SOS, an online portal that can track where phone numbers are coming from or locate callers who do not know where they are during an emergency call.. The app uses data from places and apps that a person has used previously, such as Uber, Lyft, food delivery apps, etc.

Regarding updating equipment that is digital vs analog, it would take about two years to fix end-of-life machinery or convert to new devices that would help support 911 dispatch for the next 20-25 years.

# Referrals from the County Board

# There were none.

# Adjournment

**Action:** To adjourn the meeting (Time was not noted)

**Motion passed.** Moved: Supervisor Harmon Seconded: Supervisor Wishau

Vote: All Ayes No Nays. Youth Vote: Aye