



LA CROSSE COUNTY
Exceptional services. Extraordinary place.

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Memo To: La Crosse County Board of Supervisors
From: Steve O'Malley, County Administrator
Date: February 1, 2018

Re: February Monthly Report to the County Board

Attached is the February Monthly Report to the County Board, providing monitoring information about department activities to the full County Board instead of reporting only to governing committees.

REMINDER Monthly Reporting by roughly half the organization every other month. While you will should receive this report each month, the reports do not cover every department each time.

February, April, June, August, Oct. & Dec.

Planning, Resources & Development
Public Works & Infrastructure
Judiciary & Law Enforcement
Corp Counsel & Child Support

January, March, May, July, September, November

Health & Human Services
Veterans, Aging & Long Term Care
County Clerk, Finance, IT,
Personnel, Treasurer

"OF INTEREST"

Resolution on Opioid Litigation to Executive Committee in February

After considerable additional research on the many questions about pursuing the Opioid Litigation, the Corporation Counsel has prepared a resolution for consideration at the February 8, 2018 Executive Committee. If approved by the committee, it would be placed on the regular County Board meeting agenda for consideration February 15, 2018.

The results of the audit indicate that the La Crosse County Solid Waste Department's Environmental Management System (EMS) is in substantial conformance with the 15 requirements found in 299.83 (dg) of the Green Tier Program. There were no major or minor nonconformities identified during this audit.

*La Crosse County Solid Waste Department's Environmental Management System **was** demonstrated to be supported by a team of upper management personnel as it continued to achieve and re-establish its environmental Objectives and Targets. These activities were shown to be producing superior environmental performance. The evidence provided to PEP demonstrated that utilization of systems and activities currently part of the Department's business process provided the ability to frequently measure and monitor EMS activities and allowed the Department's operations to achieve continual improvement.*

PEP also found that in spite of a significant management change, implementation of an internally designed compliance system and completion of many large facility changes, the EMS implemented by Mr. Nedrelo and the staff at the facility was resilient and able to adapt. The succession process to Mr. Nichols to the environmental coordinator role is professional and thorough. In our experience with auditing participants, we have noted that any one of the three changes above often leads to system failure or significant non-conformances. In this case, the change management demonstrated that the EMS is core to the facilities operation by continuing to produce superior environmental performance during the large transition. It is a noteworthy accomplishment that is unique to this facility in our experience.

*Based upon these findings La Crosse County Solid Waste Department's Environmental Management System **has** been found to be "Functionally Equivalent" to ISO 14001, to be producing superior environmental performance and to have a foundation and operation that conforms to the continual improvement requirements of the Green Tier Program.*

This document must be submitted to the Wisconsin Department of Natural Resources (to your "single Point of Contact and to Laurel Sukup) to verify that La Crosse County Solid Waste Department's EMS has been audited by a qualified third-party and has been demonstrated to continue to meet the requirements contained in ss. 299.83, "The Green Tier Program".

If you have any questions about this determination please feel free to contact me to discuss them.

Sincerely,
PERFECT ENVIRONMENTAL PERFORMANCE, LLC



Karissa Anderson,
EMS Audit Team Leader-RABQSA Certificate #E4393

MONTHLY REPORT TO THE COUNTY BOARD

Planning, Resources & Development Committee February 2018

Metropolitan Planning Organization Department

Since 2015 the La Crosse Area Planning Committee's active transportation committee has been working to identify and establish a series of signed regional bike routes between our major downtowns (the Cities of La Crosse, Onalaska and La Crescent and the Village of West Salem). We have long recognized the need to provide wayfinding signage on designated routes to help residents and visitors find the most direct, and safest, routes between our communities.

The first route, designated as Route 1, and building off the "Bud Hendrikson Nature Trail," establishes and signs a regional bicycle route between Onalaska and La Crosse.

Route 1 connects the Great River State Trail trailhead and the Welcome Center just west of Main St in Onalaska to Riverside Park in La Crosse.

The route from north to south utilizes the following facilities:

- Main St/STH 157
- 3rd Ave S (bike lanes)
- Oak Forest Dr
- Oak Ave S (bike lanes)
- Oak St (bike lanes)
- Bud Hendrickson Nature Trail
- Credit Union Ct
- Onalaska Ave
- Ranger Dr (bike Lanes)
- Clinton St
- Avon St
- Monitor St
- North La Crosse River Trail
- Riverside North Trail

Directional signage has been installed at critical locations and at regular intervals along the route.

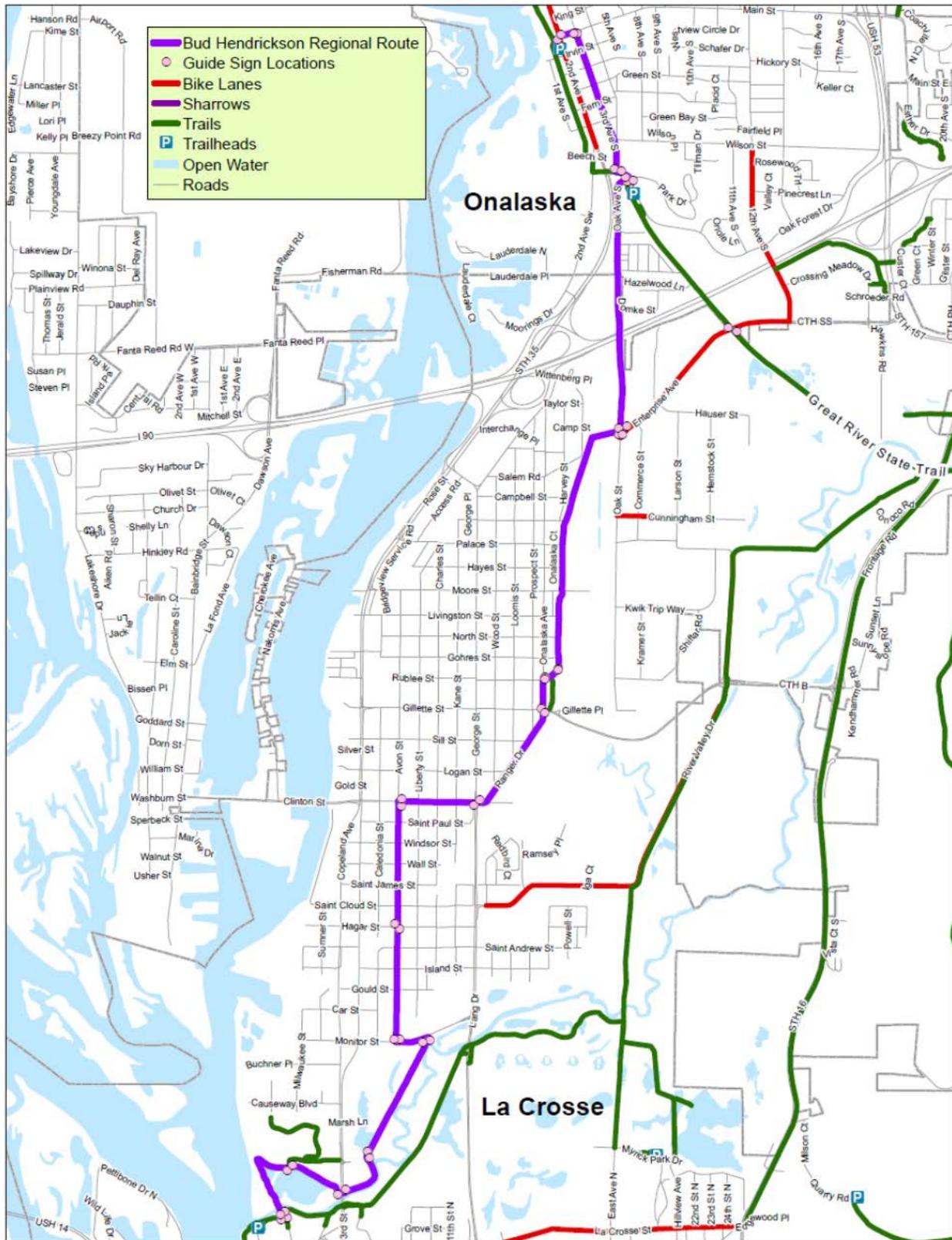
We are now planning to extend Route 1 to the south side of La Crosse and to eventually complete the regional system.

Route 1 is shown in the map below (shown as the "Bud Hendrickson Regional Route"):



Picture of the Nature Trail bridge taken from its terminus at Oak St/ Enterprise Ave and looking west toward its terminus near Hamilton Rd and Salem Rd.





Tom Faella

Executive Director, La Crosse Area Planning Committee (LAPC)

La Crosse County UW-Extension

- The office is excited to announce the Agriculture and 4-H Educator positions were filled in January. Emily Crook is our new Youth & Family Educator and Kaitlyn Lance is our Agriculture Educator. If you happen to be in the building, please stop by the office on 2nd floor and introduce yourself. (VK)
- The 4-H Leaders Association held its annual Volunteer & Parents Leader Recognition Night at the Log Cabin in Bangor. They honored 30 volunteers who gave a range of 5-25 years of service. First Free Church of Onalaska was also recognized as the 2017 Friend of 4-H for their dedication to the youth involved in the La Crosse County 4-H program. (EC)
- In 2017, 4-H had a total of 104 volunteers, of which, 74 were adults and 30 were youth. The adult volunteers reported a total of 5,539 hours, and youth reported they served 2,830 hours of community service. (EC)
- In January, the Shooting Sports program started their annual Archery and Pellet Gun Program at La Crosse Archery in Onalaska. A total of 100 youth are participating, with a finale Archery Invitational tournament to be held in April. (EC)
- FoodWise led a class for Salvation Army shelter residents on the topic of stretching food budget dollars, including meal planning, shopping tips and mixing and matching foods on hand to make a healthy meal. Seventeen participants completed an evaluation at the end of the class and 65% indicated they will use unit pricing to find the best value (at the grocery store) and 65% will plan meals before going shopping.
- FoodWise educators visited four La Crosse elementary schools and provided a 5-week series of lessons for 302 students. Students learned about making healthy food choices, MyPlate, limiting sugar sweetened beverages, and handwashing. (KJ)
- Presented La Crosse County Demographic Data to the La Crosse County Economic Development Fund Committee. These data illustrates the transitions in population and demographic trends in our municipalities and schools today and historically. (KG)
- Following the slow-no-wake zone revision considered on Pool #7, metal signs were developed and presented to each La Crosse County township bordering Pool #7 (Onalaska & Campbell) for posting of the existing boating ordinances at the town boat landings. This will help improve enforcement and education of the slow-no-wake zone areas on the pool. (KG)
- Assisted the La Crosse School District in developing ideas for creating more viability in the changing education field. La Crosse School District administrators and teachers attended the strategic planning session. The group developed a list of recommendations the School District could implement in both the short and long term. (KG)
- In January, the County hosted its first Pesticide Applicator Training of the year in St. Joseph Ridge with seven agriculturists in attendance. Bill Halfman, Agricultural Agent for Monroe County, led the training. Another one is scheduled for February 7th from 10:30 a.m.-4:30 p.m. at the Farmington Town Hall. (KL)
- Assisted five agriculturists with various agriculture questions from current cash renting prices for cropland to maintaining an apple orchard. (KL)

KJ – Karie Johnson, Nutrition Coordinator

EC – Emily Crook, Youth & Family Educator

KG – Karl Green, Assoc. Prof., Dept. of Comm. Resource Dev., Community Resource Dev. Agent

KL – Kaitlyn Lance, Agriculture Educator

VK – Vicky Kast, Office Supervisor

Register of Deeds Office

2017 Stats	Birth	Death & Marriage	Real Estate Documents	Transfer Fees
Jan.	400	1258	1446	\$96,678.30
Feb.	542	1400	1026	\$57,654.60
Mar.	566	1175	1248	\$89,562.30
Apr.	431	1250	1420	\$110,505.60
May	483	1318	1595	\$140,488.80
June	474	1465	1661	\$197,000.10
July	523	1392	1487	\$229,519.80
Aug	528	1618	1531	\$159,300.00
Sept.	394	1545	1423	\$148,441.20
Oct.	464	1488	1536	\$201,810.60
Nov.	408	1268	1479	\$119,037.00
Dec.	374	1539	1329	\$132,114.00
Totals	5587	16,716	17,181	\$1,682,112.30

As a result of [2017 Wisconsin Act 59](#) signed into law on September 21, 2017, the Wisconsin Rental Weatherization program was discontinued effective January 1, 2018.

- Effective September 21, 2017, the validations of stipulations and waivers in local Register of Deeds offices was discontinued as they are no longer required.
- Department of Revenue has update the Electronic Real Estate Transfer Return for the Rental Weatherization information.
- Satisfactions will continue to be processed. Requests going forward will be satisfied as Program Elimination.
- We will continue to record Certificates of Compliance if they are presented to us.

By abolishing this program the Register of Deeds office will lose an average of about \$8,000 per year in revenue. The loss is generated between the revenue we received for selling stipulation and waiver stamps and recording fees for certificates of compliance.

District 5 of the Wisconsin Register of Deeds Assn, of which I am a part of, are going to be hosting the summer 2018 WRDA conference here in La Crosse. The dates are June 6th through the 8th. It is being held at the AmericInn on the north side of La Crosse. Some activities besides our meetings and the education day are tentatively a golf outing and a trolley tour of the city & Granddads bluff with stops at different points of interest.

The WRDA vitals committee of which I am a part of has been working with the State Vitals office on data preservation and conversion requirements for the statewide vitals program. We had been meeting monthly to go over those requirements. It is quite an undertaking but between the two offices we have covered a lot of ground.

The WRDA vitals committee also recently finished a complete overhaul of Chapter 69 of the state statutes. We were assisting the state vitals office with this until for an unknown reason they decided to not continue. There are many statutes that specific procedures are no longer being followed and many that are completely obsolete. WRDA did continue to work on updating them with the state vitals offices blessing, but not their help. A draft was submitted to the Legislative Reference Bureau, they countered back with questions and updates, we then looked those over and made our recommendations. This has now been introduced and assigned a bill number AB898 with bipartisan sponsorship from legislators. This is just a cleanup of Chapter 69 and nothing controversial is involved so hopefully this can be passed yet this session.

We continue to back index documents and rescan poor quality images in between doing our current work. It is a never ending job but we keep plugging along to make our online records the best we possibly can that can be easily accessed.

If you have any questions regarding any item in this report, please give me a call; as always we invite everyone to come take a look at our office and see what it is we do here. We welcome you!

Respectfully submitted,

*Cheryl A. McBride
Register of Deeds*

Department of Land Conservation

The Department of Land Conservation is currently holding its annual Nutrient Management Workshop for county farm owners and operators. The workshop is a teaching session where staff from the Department of Land Conservation and the USDA-Natural Resources Conservation Service assist farmers to develop their own nutrient management plan. Many of the farmers who attend the workshop are veterans of nutrient management planning and need varying degrees of staff assistance. Some farmers are well versed in nutrient management planning and complete their own plans on an Excel spreadsheet and send it to the Department of Land Conservation at their convenience. Department staff will review their plans for compliance with the State's soil and water conservation requirements and to ensure the plan meets accepted standards for nutrient management planning.

Nutrient management planning is a process that helps farmers decide where and when to apply nutrients to the soil to meet the needs of their crops. Commercial fertilizers and animal manures contain nutrients that sustain plant growth. Knowing how much nutrients to apply to a particular crop is the purpose of the nutrient management plan. Too few nutrients in the soil and the crop struggles to grow and reach maturity often resulting in reduced yields. Too many nutrients can lead to excessive levels in the soil that is easily eroded away during rain events or leach into groundwater and contaminating drinking water supplies. These nutrients can pollute lakes, rivers and streams causing harmful algal blooms and oftentimes, fish kills. Nitrogen, a common nutrient essential for plant growth, is also very soluble in water. If more nitrogen is available than the crop can use, it becomes available to mix with rain water and snow melt runoff and eventually find its way to groundwater. In many situations, a farmer will find it economically beneficial to develop a nutrient

management plan as the plan makes efficient use of available nutrients on the farm and reduce the purchase of excess commercial fertilizers.

The nutrient management workshops have been conducted annually since 1999. Today, there are over 155 La Crosse County farmers who are implementing a nutrient management plan on more than 49,000 cropland acres. This represents nearly 65% of the total cropland acres in the County.

*Gregg Stangl, Director
Land Conservation*

County Surveyor

WISCONSIN SOCIETY OF LAND SURVEYORS (WSLS) CONFERENCE: Assistant County Surveyor Corey Hughes and I just completed training at the 69th Annual WSLS Institute at the Kalahari Resort and Convention Center in Wisconsin Dells, January 24-26, 2018. This institute provided numerous sessions on a wide array of land surveying topics. I was able to provide guidance for two of the sessions on Friday morning. As president of the Wisconsin County Surveyors Association, I lead our annual membership meeting for one of the sessions. I also served as a panel member for another session dealing with proposed changes and updates to AE 7, the portion of the Administrative Code that deals with land surveying in Wisconsin. Land surveyors in Wisconsin have mandatory continuing education and this annual event is the main source of content for continuing education which allows land surveyors to maintain their licenses.

CORNER MAINTENANCE: I now have a final count and I am happy to report that we exceeded our department goal for 2017 and made maintenance visits to 90 Public Land Survey System corners. Our annual goal is to perform maintenance visits on 5% of La Crosse County's 1405 Public Land Survey System (PLSS) corners (5% is 71 corners). These maintenance visits allow us the opportunity to check the condition and stability of the corner monument and to check the condition and stability of the reference ties. In many instances we are also able to collect accurate GPS coordinate values on the corner location. These coordinate numbers are then shared with our Land Information Department to allow for more accurate parcel mapping.

CERTIFIED SURVEY MAP (CSM) REVIEW: 2017 proved to be another busy year for map review. For the year we reviewed a total of 71 maps. CSMs in unincorporated areas of the County are subject to Chapter 18, La Crosse County's Subdivision Ordinance and subject to a \$100 review fee. The maps in the incorporated areas of the County are also reviewed free of charge. Assistant County Surveyor Corey Hughes has primary responsibility for the reviews and continues to do a great job.

WORK FOR OTHER AGENCIES: We are in the process of wrapping up a couple of projects for the Town of Washington on Cornell Road. Ray Ebert from the Town of Hamilton has reached out to our department to assist with a survey on a parcel of land just outside of West Salem which will serve as the home for a new Town Hall and maintenance shop. We are happy to assist with this effort and we hope to begin work on this project soon.

Respectfully submitted,

*Bryan Meyer,
La Crosse County Surveyor*

MONTHLY REPORT TO THE COUNTY BOARD

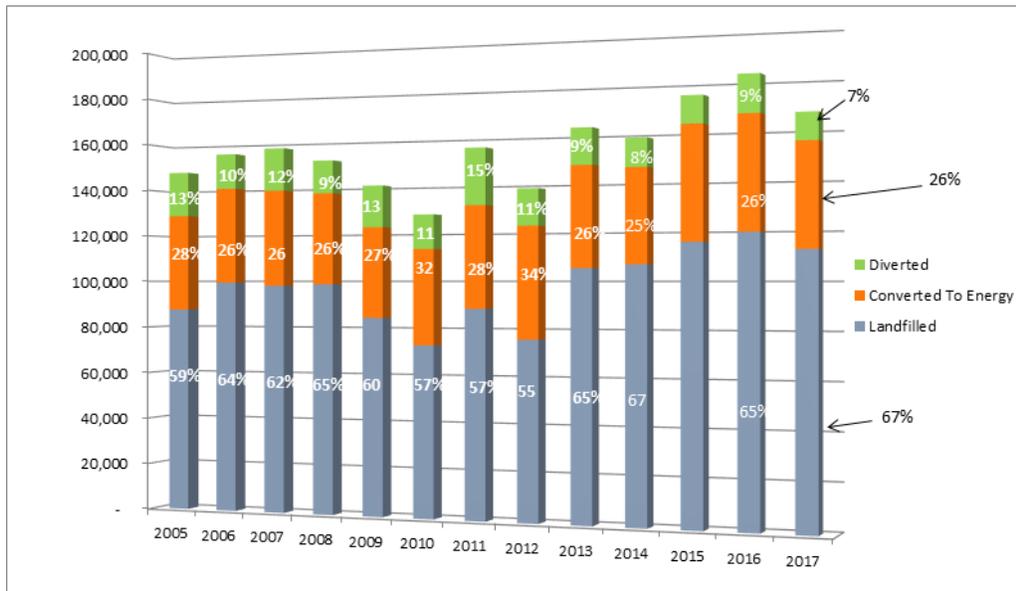
Public Works & Infrastructure February 2018

Solid Waste Department

Landfill

In 2017, higher than budgeted waste volumes were received at the landfill indicating favorable economic conditions and development throughout our community. Current year-end numbers based off of projected budgets for our four primary categories are: Xcel landfill (127.77%), direct landfill (119.03%), construction and demolition (152.86%), and special waste (126.38%).

Onsite diversion tonnages dropped slightly in 2017. The majority of the decrease is attributed with concrete diversion. The redesign and construction of our new site entrance and citizen unloading area resulted in space constraints on our storage pad. Limited space meant we were unable to accept typical concrete tonnages. Contractors and municipalities were able to utilize local businesses that provide a similar service, thus preventing this material from being landfilled.



Landfill Operations

Annual Compliance Inspections with the Public Service Commission, WDNR (Air and Waste Programs), Land Conservation and others were performed in 2017. We received positive feedback on how the Department is managing environmental compliance.

In 2017, significant changes to the filling and phasing plans were required in order to bring sections of the site to grade for upcoming 2018 construction events. This included incorporating the newly constructed Phase VII-B into the filling plan in early July. The protective "fluff lift" has been completed and normal filling is taking place.

Xcel Waste-to-Energy

Approximately 1% (1,965 tons) of additional waste had been received at Xcel above contract requirements by the end of 2017. Prices for recovery of the ferrous and nonferrous materials continued to increase in 2017, resulting in a 14.5% increase over 2016. BTU values of the waste material remain at a depressed level, 1% lower than 2016, and 2% lower than 2015 respectively.

Gas-to-Energy

Output for Gas-to-Energy was very low in the 4th quarter of 2017. There were numerous engine issues including engine overhaul, stack testing, electrical issues and we only achieved a 53.47% runtime for the 4th quarter. For the year we produced an average of 4949 MMBTU's per month, operated the system at an 80.36% runtime and achieved 90% of projected revenue.

Volumes are expected to increase with the installation of four vertical landfill gas extraction wells and interconnecting gas header piping being installed in 2018.

2018 Landfill Construction

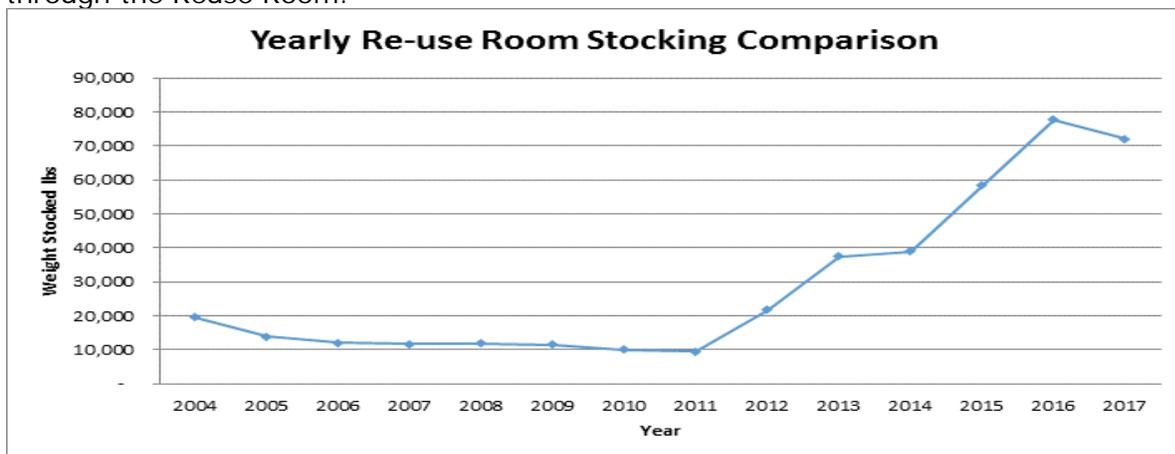
Planned 2018 construction events consist of two major projects:

Project 1: Phase VIII Mod 2 liner construction consisting of a 5-acre composite liner system including four feet of compacted clay and an HDPE geomembrane liner overlain with geotextile and gravel leachate collection layer. C-3A closure with 4-acre composite liner system comprised of two feet of compacted clay and a geomembrane overlain with a synthetic geo-composite drainage layer, covered by rooting zone and topsoil. Additional items covered under this construction will include re-design of the east side sedimentation basin and leachate transfer retrofitting.

Project 2: Will consist of Solid Waste office building renovations and entrance re-design to align with 2017 construction of new scales and scale building.

Household Hazardous Materials (HHM)

The household hazardous waste facility continues to provide a successful, valuable service to customers in our local, and extended area. This was the 7th consecutive year with over 9,000 users and the 6th year with 600,000 pounds of waste. Indicated in the graph below, HHM was again able to provide over 71,000 pounds of usable items to the community through the Reuse Room.



Intergovernmental Agreement for La Crosse County Household Hazardous Materials Program

In 2017, all 18 Municipalities signed the Intergovernmental Agreement for La Crosse County Household Hazardous Materials Program. Since 2003, La Crosse County has operated a Household Hazardous Materials Facility in cooperation with the Municipalities in La Crosse County and to the mutual benefit of all the citizens of La Crosse County. The term of this Agreement shall be for a period of ten years from January 1, 2018 to December 31, 2027.

Sustainability

Tours/Events/other

As anticipated, tours were lower in December and January with only one presentation to an Environmental Studies class at Western Technical College on December 7th. Due to class finals and the holidays, this is expected for this time of year. Nick provided a television interview with WKBT educating the public on the new entrance to the landfill. The Solid Waste Department's program educating High School students on how to get into S.T.E.M. jobs that are available had three meetings over the last several weeks. December 12th was a visit to the La Crosse's Wastewater Treatment Plant. The students got a tour and had to do tests on how to clean up wastewater. On January 9th, students visited the Xcel Energy Plant and got a tour along with a math quiz on volumes and speed of transition lines. January 23rd students took a tour of Gundersen's energy initiatives including the Biomass Plant and their ground source heating system.

NASA Hunt

The North American Squirrel Association held its last landfill hunt of 2017 on the 2nd and 3rd of December. Eight hunters took part including two veterans and one first time hunter. Three deer were taken and the event was much appreciated by NASA and their participants.

Green Tier

The Solid Waste Department hosted Perfect Environmental Performance LLC (PEP) on the 19th of December. PEP provides third party auditing of various programs and assisted the Solid Waste Department requirement for an external, three year, Green Tier Audit. This all day event was attended by Nick and Randy Nedrelo. Various items were discussed and several Department employees interviewed as a result of this audit. The Department received a letter of compliance on the 22nd of December confirming it is meeting all the criteria required of the Green Tier program (attached).

Sustainable La Crosse Commission

The SLC did not meet in December but did on January 18th to discuss and approve the work to be done on 2017's indicators report. This annual report is the primary presentation of programs and projects that show sustainability and energy efficiency for the County and City of La Crosse. Nick was unable to attend this meeting as he was at the Renewable Energy Conference in Madison researching organizations that have put together solar electric programs (like Sauk County) and companies that provide installation services.

Respectfully Submitted,

*Jadd Stilwell
Solid Waste Operations Technician*



December 20, 2017

Nick Nichols
Sustainability Coordinator
La Crosse County Solid Waste Department
6500 State Rd. 16
La Crosse, WI 54601

RE: EMS Audit 2017 Letter of Conformance

Dear Mr. Nichols,

La Crosse County Solid Waste Department (the Department) based in La Crosse, WI is a County Owned Operation that has voluntarily entered into a program with the Wisconsin Department of Natural Resources commonly referred to as "The Green Tier Program." The criteria for the Department's participation within this program are found in Wisconsin Statute 299.83 (3-4) both for your eligibility and audit process for Tier I participation.

There are criteria in 299.83(3) (d) (4) requiring a commitment by your facility to engage a qualified third party to perform an environmental management system audit. The audit is required every third year of Tier I program participation after your initial functional equivalency determination. La Crosse County Solid Waste Department chose Perfect Environmental Performance, LLC (PEP) as the external third-party to perform the three-year environmental management system audit due by the end of calendar year 2017.

The two crucial points to verify through this audit exercise were:

- A demonstration that the Department's EMS is part of their business system which in turn produces superior environmental performance, and
- To provide objective evidence which demonstrates that continual improvement is incorporated into the foundation of the EMS.

The PEP audit of the La Crosse County Solid Waste Department's Environmental Management System (EMS) focused upon confirming that implementation of the 15 Green Tier required elements was complete and functioning. PEP utilized a cross-reference between the ISO 14001 (2004) Standard and the ss. 298.83 (dg) "Green Tier" (2009 re-authorized) requirements as the guide and basis for the review.

The on-site portion of this audit took place at the La Crosse County Solid Waste Department Facility on December 19, 2017. PEP reviewed all aspects of the Department's EMS with you and Randy Nedrelo. In addition Jadd Stilwell (Deputy Director) was part of the review process for most of the day along with providing a facility tour to view objectives and targets accomplished since 2014. Linda Bettin (Secretary) and Jacki Davis (Scale Attendant) were also interviewed and provided information about document /record control processes and your new compliance assurance software implementation progress (respectively). Our closing meeting with Mr. Stilwell, Mr. Nedrelo and you was completed on December 19, 2017 from 2:45pm to 3:30pm.

Based upon the objective evidence accumulated through our onsite review of documentation, our facility tour review, our interview of EMS integral employees and a review of public information PEP, LLC has determined the following:

Highway Department

- With the mild winter so far, our winter salt supply is doing well, but there is a lot of winter left so please keep your fingers crossed. That said our experimental sections with the use of the Ice Slicer product seem to be doing very well. This is a mined mineral salt product from the 4 Corners area of the US. Due to its mineral content it works faster than traditional road salt and with a significant reduction in the quantity of material necessary for actually improved results. I am really looking forward to being able to review the final results of the test sections at the end of winter.
- By all indications, the Indian Reservation Roads grant project for CTH J (from the interstate south to Kirkeng Road) and CTH J (from 16 south to Rockland), looks to be a successful submittal. At this point we have been told that the grant will be \$730,000 toward the 2020 rehabilitation for these stretches of highway
- As we have had a very mild winter with regards to winter maintenance, we have been able to focus on tree and brush removal on both the CTHs and the STHs. This process is going on with both mechanical means, primarily boom mowers with brush heads, and by more traditional efforts involving chain saws and wood chippers.
- On CTH SN from OT north to Hanson Road, we have commenced the acquisition of the necessary real-estate for project completion. Currently this project is scheduled for let in 2019. Since a majority of the funding for the project is Federal Funds through the Surface Transportation Urban program, WisDOT will be in charge of the let and construction oversight.
- We continue our recovery efforts from this summer's flooding. Our requests for reimbursement/eligibility approvals are into both the FHWA and FEMA and we are currently working on providing back up documentation to ensure that La Crosse County receives all of the funds that we are eligible for.
- In addition to the above mentioned activities, we have the following projects in design. CTH SN (Hanson Road to Alpine Lane), CTH M (CTH O to CTH B), CTH GI (STH 35 to Vernon County Line) and CTH PI (STH 162 to Vernon County Line). We also have bridges on the following roads under design CTH J, CTH V, CTH X, and Drogseth Road.

Thank you for your continued support for Highway operations, please feel free to contact me with any questions or concerns.

Respectfully Submitted,

Ronald Chamberlain
Highway Commissioner

MONTHLY REPORT TO THE COUNTY BOARD

Judiciary & Law February 2018

Emergency Services

Public Safety Communications

La Crosse County's Public Safety Communications Center marked its 35th year in January. Opened as the La Crosse Emergency Dispatch Center on January 5, 1983, the 9-1-1 center combined dispatch operations from the County Traffic Police, La Crosse Police and La Crosse Fire Departments. The first center was located in the basement of the 4th Street Administrative Building, directly under the County Traffic Police/Sheriff Department garage.



The first real 9-1-1 call actually happened the day before when dispatchers and technicians were preparing for the transition and a 9-1-1 line rang in to report that a woman had collapsed. The information was then relayed to the La Crosse Fire Department and Tri-State Ambulance, with the first LCFD unit arriving within two minutes after notification. The call was made by a person that learned about the 9-1-1 system because she received the information in her telephone bill.

On the first official day there were 14 9-1-1 calls received. Today, the Communication Center averages 84 9-1-1 calls a day. There have been more than 850,000 9-1-1 calls answered in the 35 years, including a record 30,638 in 2017. The busiest period this past year was July 19-20th when severe thunderstorms caused flash flooding in our area. This resulted in 9-1-1 totals of 158 on the 19th and 189 on the 20th. The event eventually led to a Presidential Disaster Declaration.

On Thursday, December 28th, there were 153 9-1-1 calls, of which 95 occurred before midday. This was due to a relatively small amount of snow that caused extremely slick roads in the La Crosse area.

Not only is the La Crosse County Public Safety Communications Center reaching a milestone, but so is the emergency number 9-1-1. February 16th marks the 50th anniversary of the very first 9-1-1 call in the United States. This call was made in Haleyville Alabama in 1968.

9-1-1 calls are now roughly 10 percent of the actual phone calls handled in the communications center as there have been more than 11 million total calls (9-1-1, non-emergency and out-going calls) during its history.

November Statistics

Telephone Calls

9-1-1 Calls 2,374 (average of 79 per day)
Answered within 10 seconds: 96.08%
Answered within 20 seconds: 98.99%
Average Answer Time: 4 seconds
**6 calls more than 30 seconds*

78% of 9-1-1 calls were from wireless phones.

Total Telephone Calls 20,218 (average of 674 per day)

Calls for Service

Law Enforcement	8,982
Fire Fighting	199
Emergency Medical	651

December Statistics

Telephone Calls

9-1-1 Calls 2,481 (average of 80 per day)
Answered within 10 seconds: 97.34%
Answered within 20 seconds: 99.72%
Average Answer Time: 4 seconds
**1 call of more than 30 seconds*

79% of 9-1-1 calls were from wireless phones.

Total Telephone Calls 19,523 (average of 630 per day)

Calls for Service

Law Enforcement	8,696
Fire Fighting	209
Emergency Medical	701

**National Emergency Number Association Standards:*

- 90% within 10 seconds (during the busy hour)
- 95% within 20 seconds.

Emergency Management (Keith Butler, Coordinator)

- La Crosse County Health and Emergency Management hosted a WebEOC training session on November 30. Additional training sessions will be scheduled during 2018 for key County personnel. WebEOC can be used to supplement EOC management or to function as a 'virtual' EOC by allowing participants to share and access information from remote locations.
- The County Mass Casualty Team met at the Lakeview Neshonoc Building on December 3 to organize the equipment and supplies that had been moved from the Park Lane Drive garage. The County Communications & Command vehicle was moved to the Neshonoc Building parking lot. Most of the radio equipment and all of the computer equipment was removed from the vehicle.

- County EM was notified of an aircraft Alert level 2 situation at the La Crosse Airport on December 8. A twin-engine medical transport plane experienced one engine failure but was able to land safely. WebEOC was used to alert State officials but no assistance was required.
- County EM participated in the County Fire Officers Association meeting on December 11.
- County EM assisted with a training and practice simulation for a disaster Volunteer Reception Center held at the Lunda Center on December 12.
- County EM attended the WI Emergency Management West Central Regional meeting at the Chippewa Valley Airport on December 19. Planning for the WI support for the Super Bowl event in February was discussed.
- County EM met with the Household Hazardous Materials facility on January 8 to review a draft emergency contingency plan and toured the new facility entrance/street realignment.
- County EM met with Mayo Clinic emergency management on January 8 to prepare for an evacuation exercise to be conducted later this year.
- County EM staff responded to a request for AED assistance in the Jail visitor lobby area on January 11.
- County EM responded with the Communications & Command vehicle to a large residential structure fire in Holmen on January 12. The vehicle was used by responders for medical checks and warmth.
- The Local Emergency Planning Committee met on January 17. The Group 2 memberships were continued. Two Citizen/Community Group positions are vacant. A Citizen/Community Group representative guide document was prepared and approved.

*Jay Loeffler, Administrator
Emergency Services*

Sheriff's Office

The Sheriff's Office has been busy with various trainings since the first of the year. Annual in-service requires all law enforcement and jail staff to have 24-hours of training per year. The Sheriff's Office Training Division coordinates all of this training in January thru May for over 100 employees and various other law enforcement agencies in the county at no cost to those outside agencies.

Training is mandated on a yearly or semi-yearly basis in various topics including emergency vehicle operation, firearms, blood-borne pathogens, CPR, self-defense, etc. In addition, training focusses on policies and procedures in the Sheriff's Office and topics include mental health, legal update, and various other topics as deemed necessary by staff.

In addition, the Sheriff's Office has hosted an Advanced Crisis Negotiators course and Field Training Officer course in January. These courses were attended by officers numerous agencies throughout Wisconsin. In the upcoming months we will be hosting additional trainings including Post (Police Officer Support Training for critical incidents), CIT (Crisis Intervention Training), Street Survival for officer safety, and LPO (Leadership in Police Organizations).

In addition to this, the Sheriff's Office has hired two new deputies and four new jailers that involve a great deal of time from the Training Division.

*Jeff Wolf
Chief Deputy*

Corporation Counsel Office

1. Updates re: Claims/Cases

- No new claims have been filed

2. Department Assistance- Our office continues to provide legal counsel to various Departments as issues arise. Recent issues include:

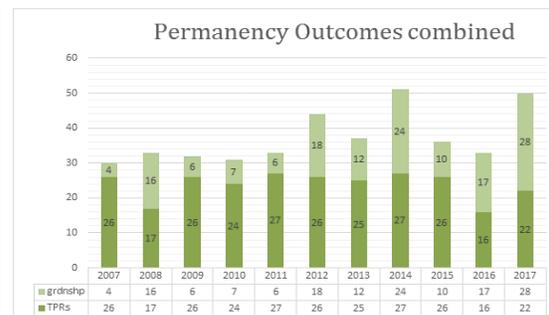
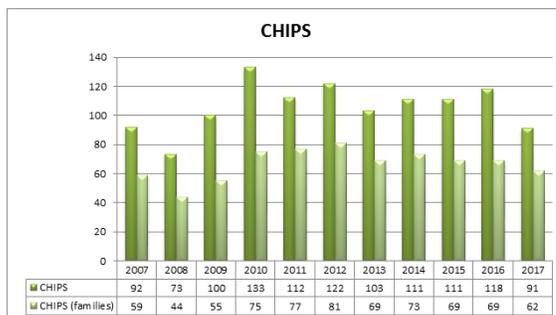
- Continuing to gather information related to possible opioid litigation suit.
- Working with the Personnel/HR Department on various employee issues.
- Working with the Health Department to finalize our contract with the Humane Society
- Monitoring proposed legislation, including the Foster Forward legislation introduced following the Speaker's Task Force on Foster Care.
- Processing of Tax Foreclosures.
- Working on developing new process for grant application and approvals.

3. WMMIC – Deputy Corporation Counsel Flottmeyer and I attended the annual WMMIC meeting in Madison on December 7 and 8th. I was recently appointed to the Underwriting Committee.

4. Court

Our office continues to represent the Human Services Department and the Child Support Agency at all court proceedings, including child protection cases, termination of parental rights, mental commitments, guardianships and protective placement, paternity establishment, and child support establishment and enforcement. Between the four attorneys on staff, our office attends 40-50 court hearings per week.

The following charts show our year end numbers related to child protection cases in a historical context.



Respectfully submitted,

*Megan L. DeVore
Corporation Counsel*

