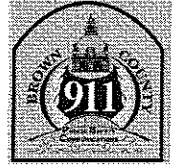


DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS

Brown County



307 SOUTH ADAMS STREET
ROOM 225
GREEN BAY, WISCONSIN 54301-4582

Emergency Communication Services
9-1-1 Center Operations
Emergency Management

PHONE (920) 448-7611
FAX (920) 448-7614

Jim Nickel
Director

September 20, 2008

Village of Allouez
Attn: Susan Foxworthy, Administrator
1900 Libal St
Green Bay, WI 54301

Ms. Foxworthy,

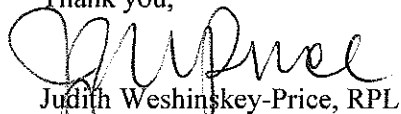
The Brown County Public Safety Communications Center answers most of the 911 calls made in Brown County. In an effort to provide quality service when we take a call for a medical emergency, we use protocols that help direct what information needs to be obtained so that we can make sure the appropriate response is made. We also use this information to determine what we can do over the phone to help the patient before responders arrive on scene, such as CPR instructions or child delivery instructions.

In the course of using these protocols, we have noticed that callers sometimes express concern over how many questions they are being asked and are fearful that this causes a delay in the dispatch of an ambulance. We feel that it is important that citizens have an understanding of why we need to ask so many questions and how this benefits them prior to them having to make use of 911 for a medical emergency.

We would like your help in educating the members of your community on the protocols we use and why it benefits them. We would like to offer you some information that can be included in the format that you use to relay news to your community. If you distribute a newsletter or have a website, we could submit a short article for inclusion. If you use another format, we can adjust our submission to fit what you use.

I am including an example of what we would submit for your consideration. If you would be willing to include this or something similar in your newsletter, website, or other format, please contact me.

Thank you,


Judith Weshinsky-Price, RPL
Supervisor