



# WINNEBAGO COUNTY SHERIFF'S OFFICE



**2021**

**ANNUAL REPORT**



# SHERIFF'S REPORT

Welcome to the 2021 edition of the Winnebago County Sheriff's Office Annual Report. Featured on this year's cover is the Wisconsin Internet Crimes Against Children (ICAC) Task Force logo. Since 2013, the Sheriff's Office has been an integral part of this team and has fast become a national leader in detecting and combatting child predation. The plethora of news bulletins chronicling the arrest and prosecution of suspects locally, nationally, and internationally stemming from the efforts of our ICAC investigators has been astonishing.



In 2021 the Sheriff's Office ICAC Team was awarded the "Investigation of The Year" by the US Attorney's Office Eastern District of Wisconsin for *Operation Kickboxer*. This Sheriff's Office collaboration with the FBI has identified over 3,000 suspects worldwide and launched over 375 active criminal investigations. While recognition and accolades are always appreciated, the true reward is knowing that to date we have rescued 70 critically endangered children from the clutches of hands-on child molesters.

2021 was also a year wherein the Sheriff's Office confirmed our level of professionalism by receiving law enforcement reaccreditation through the Wisconsin Law Enforcement Accreditation Group (WILEAG). This comprehensive audit of 217 standards and over 550 corresponding best practices covers virtually every key area of agency operations and administration. The findings of the independent review and bestowal of accredited status provides a well-deserved sense of professionalism and pride. It also serves as a cornerstone of the public's trust by ensuring transparency of operations and confirming the agency is well managed and utilizes the best police practices. As only one of three sheriff's offices in Wisconsin to achieve WILEAG accreditation, I am particularly proud of this accomplishment.

As always, I welcome your feedback and encourage you to contact me or any member of the agency to learn more about your Sheriff's Office.

Best Regards,

A handwritten signature in black ink, appearing to read "John F. Hoff".

## Mission Statement

*The Winnebago County Sheriff's Office is committed to providing comprehensive public safety services in partnership with its citizens to promote a safe and secure community.*

*In order to achieve the Sheriff's Office mission, emphasis is placed on professionalism, teamwork, and individual growth. The Office strives to be a leader within the public safety community and values integrity, fairness and compassion.*



**Chief Deputy  
Todd Christopherson**

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# DETECTIVE DIVISION

The Detective Division oversees all major investigations for the Sheriff's Office and utilizes both traditional and modern techniques to process crime scenes, identify suspects, and advocate on the behalf of victims. 2021 brought many changes to the Detective Division to include the assignment of Captain Todd Christie as its new leader. As the longest tenured Captain of the Sheriff's Office, he brings with him a wealth of knowledge and experience to his new assignment. The Detective Division continues to be a regional and state leader in various multi-agency consortiums to include Wisconsin Internet Crimes against Children Task Force, Winnebago County Unified Child Abduction Response Team, and Winnebago Drug Enforcement Unit. The Sheriff's Office is also an active member of the Lake Winnebago Drug Enforcement Unit and collaborative participant on the Winnebago County Overdose Fatality Review Team.



The Detective Division is comprised of the following personnel:

- 1- Captain
- 1- Lieutenant
- 1- ICAC Investigator
- 7- Detectives
- 1- Drug Investigator
- 1- Evidence/Records Supervisor
- 3- Records Associates



## INTERNET CRIMES AGAINST CHILDREN (ICAC)



Protecting children and holding perpetrators accountable remains one of the top priorities for the Detective Division. Investigators continue to work in conjunction with the FBI on *Operation Kick Boxer* which began in 2020. To date, this joint initiative has identified over 3,000 suspects worldwide, launched over 375 active criminal investigations, and rescued 70 critically endangered children. Below is a sampling of a few of the major investigations completed in 2021 by Winnebago County ICAC.

**APRIL**

Investigators identified a suspect in San Francisco who was taking naked photographs of girls aged 4 to 7 years old. Subsequent intelligence established the suspect worked at a daycare and was taking photographs of the children while they used the bathroom. The suspect was arrested for possession of child pornography.

**MAY**

Investigators uncovered a live sexual assault of a child that was occurring in the Netherlands. A warrant was obtained and a raid of the home conducted by local authorities. Located were videos of the suspect's 5-year-old daughter being sexually assaulted. The suspect was arrested for sexual assault of a child.

**AUGUST**

Investigators were in communication with a suspect in Florida and determined that he was a hands-on child molester. A search warrant was executed at his residence and located were videos of him sexually assaulting a 5-year-old girl. The suspect was arrested for production and distribution of child pornography.

A suspect from the Upper Peninsula of Michigan traveled to Oshkosh to have sex with an investigator's fictitious 15-year-old daughter. The suspect was arrested by the Sheriff's Office and federally charged with child enticement. Further investigation revealed that the 42-year-old suspect had met with a 16-year-old girl in Wisconsin 6-months prior and had obtained nude images of her.

**NOVEMBER**

Investigators identified a suspect in Florida who was sharing child pornography electronically. A comprehensive scouring of the internet by investigators also uncovered the suspect was producing recordings of child sexual assaults. A search warrant was executed at the suspect's home locating videos of him sexually assaulting both his 15 and 16-year-old stepchildren. Interviews of the victims disclosed that their stepfather had been sexually abusing them since they were 10 and 12-years-old. The suspect, a firefighter, was subsequently arrested for distribution of child pornography and sexual assault of a child.

## **NARCOTICS ENFORCEMENT**

The CDC's National Center for Health Statistics newly released data documents that overdose deaths from opioids increased to 75,673 in the 12-month period ending in April 2021, up from 56,064 the year before. Similarly, overdose deaths from synthetic opioids (primarily fentanyl) psychostimulants (primarily methamphetamine), cocaine, and semi-synthetic opioids (such as prescription pain medication) also increased over the same time period.

Winnebago County saw similar trends in 2021 with law enforcement investigating forty-five suspected overdose deaths.



Thirty of these investigations have been completed with toxicology reports confirming the cause of death as a drug overdose. Fifteen of the investigations are pending toxicology reports to confirm the cause of death. The Sheriff's Office Detective Division had primary investigative responsibilities in six of these overdose investigations.

The Winnebago Drug Enforcement Unit (WDEU) has worked diligently to combat this epidemic by targeting individuals responsible for the distribution of illegal drugs. The dangers associated with using street drugs has never been greater based on the proliferation of powdered fentanyl. This synthetic opioid is 80- 100 stronger than morphine. To maximize profits, drug dealers lace their products with fentanyl as it is cheap and readily available. However, the consumer is typically not aware of this additive and the resulting increase in overdose deaths has been staggering.

**WDEU  
2021 Seizure Totals**

Heroin-	110.62 grams
Meth-	559.6 grams
Crack-	71.57 grams
Cocaine-	28.05 grams
Fentanyl-	181.8 grams
Marijuana-	152.2 pounds
Marijuana Plants-	42 plants
THC Wax-	19.95 grams
Mushrooms-	4.9 grams
MDMA-	56 dosage units
Oxycodone-	23 dosage units
Suboxone-	4 dosage units
Amphetamine-	7 dosage units

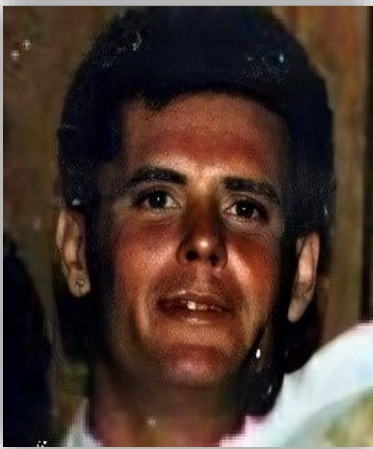


Believing that overdose deaths are preventable, various members of the Sheriff's Office and more specifically the Detectives Division, are active participants on the Winnebago County Overdose Fatality Review Team. This team was specifically designed to increase cross-system collaboration among various public safety, public health, and social service agencies; identify missed opportunities and system gaps; and develop recommendations for intervention efforts in hopes of preventing future overdose deaths.

## COLD CASE INVESTIGATIONS

A cold case investigation centers on the use of new tools and techniques available to law enforcement to examine a case that was not solved during the initial investigation. Advances in technologies have substantially increased the successful DNA analysis of aged, degraded, limited, or otherwise compromised biological evidence. As a result, crime scene samples once thought to be unsuitable for testing may now yield DNA profiles. Additionally, samples that previously generated inconclusive DNA results may now be successfully analyzed.

The Detective Division utilized advancements in new DNA technologies to help solve two cold case investigations in 2021.



In 2015, human remains were located in a rural area in the Town of Vinland. The remains were heavily decomposed and no identifying information was located with the body. The initial media releases and normal identification procedures yielded no results. Dental records were constructed and a profile was entered into the National Missing and Unidentified Persons System (NamUs) in an effort to identify the individual. The Detective Division followed up on dozens of unsuccessful leads over the next few years and attempted standard DNA identifications as well. Over the last two years, Detectives worked with multiple private DNA labs on advanced DNA mapping. Finally, in August of 2021, an identification was made with the assistance of Othram Laboratories located in Texas. Using proprietary genome sequencing, the man was identified as Roland Klug of Oshkosh. His family was grateful to bring closure to his disappearance and appreciated the opportunity to lay him to rest.

Over the past two years, the Detective Division assisted the Neenah Police Department with the 1983 homicide investigation and disappearance of Starkie Swenson. Detectives worked with Swenson's family to have a profile created in NamUs which included the submission of familial DNA standards. The Sheriff's Office partnered with University of Wisconsin-Oshkosh anthropologists to explore a potential shallow grave site based on a tip provided to investigators. As this excavation was occurring, Starkie Swenson's remains were discovered by hikers in a different location in Calumet County. The Detective Division assisted Calumet County with the identification process by using private DNA lab assets developed during other cold case investigations.



# PATROL DIVISION

The Sheriff's Office Patrol Division is the most visible, readily recognizable, and observable aspect of the Sheriff's Office. Patrol deputies provide law enforcement services to the entire County, while having primary jurisdiction for unincorporated areas within Winnebago County. Proactive policing and community interaction are the focus of the division in support of the high standard of living residents enjoy throughout the community. Sheriff Matz encourages and supports proactive traffic enforcement, community policing initiatives, collaborative problem solving, and empowers deputies to seek alternate responses to emerging or persistent issues.



The Patrol Division is comprised of the following personnel:

- 1- Captain
- 1- Professional Standards Lieutenant
- 1- Court Security Lieutenant
- 8- Shift Lieutenants
- 36- Patrol Deputies
- 1- Community Programs Deputy
- 3- Courthouse Security Deputies

December 2021 marked the end of the third three-year cycle of the Sheriff's Office accreditation status under the Wisconsin Law Enforcement Group (WILEAG). Accreditation is a self-initiated, voluntary process that allows an agency to evaluate and improve their overall performance. To attain accreditation, an agency must comply with comprehensive standards in four major areas: policy and procedure, administration, operations, and support services.

This process is spearheaded by the Patrol Division and more specifically, the Professional Standards Lieutenant with the assistance of a Shift Lieutenant. They are tasked with coordinating Agency personnel in the collection and documentation of proofs to demonstrate compliance with WILEAG standards. The requirements apply to every division and facet of the Sheriff's Office with the goal of striving for professional excellence. Accreditation also ensures that the Sheriff's Office establishes and maintains standards that represent current professional law enforcement practices in an ever-changing environment.

Overall, Sheriff Matz believes that the accountability and transparency afforded by the accreditation process has increased the Agency's overall effectiveness and efficiency in delivering law enforcement services to our stakeholders. Following a thorough audit of policies, procedures, and protocols by WILEAG assessors, the Sheriff's Office was found to be in compliance with 217 standards and more than 550 corresponding dimensions. Formal bestowal of accreditation was received during the January 2022 WILEAG Board of Directors meeting. This achievement is an ongoing process and the Sheriff's Office will need to demonstrate continued compliance with WILEAG standards again in December 2024.



**2021 CALLS FOR SERVICE**

**CALLS FOR SERVICE 5 YEARS  
AT A GLANCE**

MONTH	OFFICER INITIATED	REPORTED	TOTAL
JAN	2,755	1,136	3,891
FEB	2,406	1,279	3,685
MAR	3,214	1,199	4,413
APR	2,504	1,326	3,830
MAY	2,558	1,467	4,025
JUN	2,765	1,591	4,356
JUL	2,149	2,240	4,389
AUG	2,134	1,708	3,842
SEP	2,100	1,459	3,559
OCT	2,238	1,481	3,719
NOV	2,228	1,386	3,614
DEC	2,215	1,327	3,542
<b>TOTAL</b>	<b>29,266</b>	<b>17,599</b>	<b>46,865</b>

YEAR	YEARLY TOTAL
2017	45,960
2018	46,207
2019	50,819
2020	46,837
2021	46,865

**ENFORCEMENT EFFORTS 5 YEARS  
AT A GLANCE**

YEAR	CITATIONS	OWI
2017	4,464	218
2018	4,651	194
2019	5,093	216
2020	3,459	215
2021	3,633	177

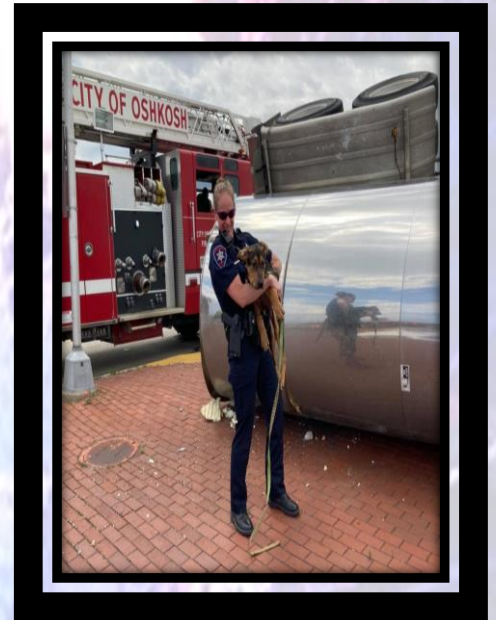


**2021 ENFORCEMENT EFFORTS**

MONTH	TRAFFIC CITATIONS	OWI ARRESTS	ORDINANCE VIOLATIONS	GRANT ENFORCEMENT CITATIONS	TOTAL
JAN	264	14	23	123	424
FEB	297	13	12	85	407
MAR	449	16	11	79	555
APR	312	13	20	75	420
MAY	352	18	30	73	473
JUN	499	13	15	124	651
JUL	218	12	18	82	330
AUG	232	18	16	78	344
SEP	254	16	27	51	348
OCT	324	22	21	30	397
NOV	234	14	18	75	341
DEC	198	8	9	43	258
<b>TOTAL</b>	<b>3,633</b>	<b>177</b>	<b>220</b>	<b>918</b>	<b>4,948</b>

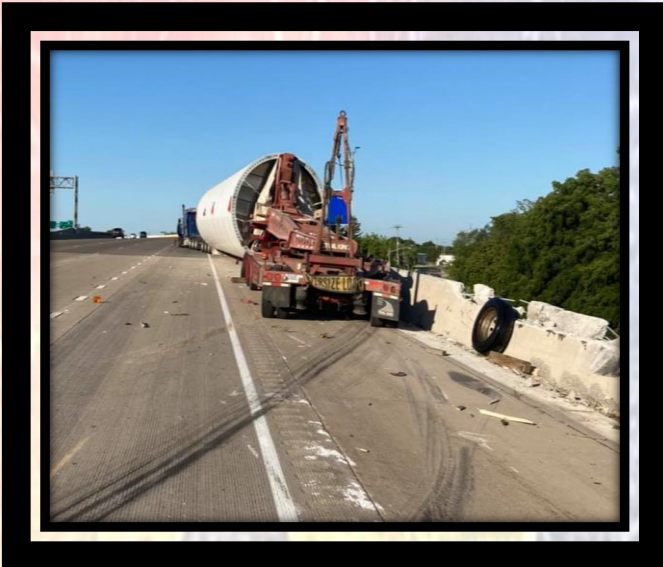
## 2021 CRASH HISTORY

<u>MONTH</u>	<u>PROPERTY DAMAGE</u>	<u>INJURIES</u>	<u>FATALITIES</u>	<u>TOTAL</u>
JAN	120	16	0	136
FEB	148	24	0	172
MAR	88	16	0	104
APR	81	10	1	92
MAY	98	14	0	112
JUN	97	18	2	117
JUL	88	26	0	114
AUG	94	15	1	110
SEP	79	11	1	91
OCT	122	18	0	140
NOV	157	16	1	174
DEC	185	28	0	213
<b>TOTAL</b>	<b>1,357</b>	<b>212</b>	<b>6</b>	<b>1,575</b>



## CRASH HISTORY 5 YEARS AT A GLANCE

<u>YEAR</u>	<u>TOTAL CRASHES (INCLUDES INJURY)</u>	<u>FATAL CRASHES</u>	<u>TOTAL</u>
2017	1,798	6	1,804
2018	1,791	10	1,801
2019	1,991	7	1,998
2020	1,390	8	1,398
2021	1,569	6	1,575





The Corrections Division is comprised of the Jail, Work Release Unit, and Court Services Unit. The Jail is a 355 bed Direct Supervision facility that provides a safe and secure environment for incarcerated persons. The operational capacity of the facility is 320 inmates.

The Work Release Unit oversees both pre and post-conviction programming and alternatives to incarceration such as Work Release, Community Service, 24/7 Sobriety-Alcohol, and Electronic Monitoring. The Court Services Unit is responsible for courthouse security, prisoner transportation, interstate extraditions, and video court appearances.

New to the Corrections Division in 2021 is Captain David Mack. He has been with the Agency for over 26 years and spent the last nine years as Captain of the Detective Division. His skill set, track record of success, and vision make him ideally suited to lead the Sheriff's Office largest division.



The Corrections Division is comprised of the following staff:

- 1- Captain
- 2- Lieutenants
- 12- Sergeants
- 3- OICs
- 6- Jail Court Services Deputies
- 1- GPS Deputy
- 46- Deputies
- 14- Booking/Security Clerks
- 1- Work Release Unit Supervisor
- 1- GPS Coordinator
- 1- Classification Coordinators
- 3- Account Clerks



## THE CONTINUED NAVIGATION OF COVID-19

Jails and prisons continue to be significantly affected by the COVID-19 pandemic. Congregate housing and frequent population turnover have led to higher transmission rates amongst incarcerated people than the general public. To help control the spread of communicable diseases, the Corrections Division follows the best practices and procedures established by the Center for Disease Control for detention facilities regarding masking requirements, cleaning, and inmate quarantining. Additionally, guidance is regularly sought from Winnebago County Public Health to address specific concerns unique to our jail setting.

Inmates routinely have underlying medical conditions resulting from chronic drug abuse, alcohol abuse, and overall unhealthy lifestyles. In consideration of this, the Corrections Division has nursing staff onsite within the facility 7-days a week 24-hours per day. To specifically combat the COVID-19 pandemic, the Corrections Division partnered with Public Health to proactively hold vaccine clinics for the inmate population. In 2021, a total of six vaccination clinics were held with 418 vaccinations delivered. Inmate vaccination clinics will continue in 2022 and for the foreseeable future until deemed no longer necessary.



In the fall of 2021, the Corrections Division experienced a second COVID-19 outbreak. To reduce the spread, movement throughout the facility was minimized, and specific housing assignments were used to separate inmate populations. Multiple rounds of rapid antigen testing were performed facility-wide for most of September and October until the outbreak was eradicated.



TEST DATE	# INMATE TESTS	POSITIVE	NEGATIVE	REFUSAL
9/10/2021	63	3	60	0
9/11/2021	4	2	2	0
9/13/2021	30	12	18	0
9/15/2021	174	0	174	1
9/17/2021	40	16	24	1
9/24/2021	19	0	19	0
9/30/2021	16	0	16	0
10/2/2021	18	0	18	0
10/11/2021	198	0	198	2
10/20/2021	206	0	206	1
<b>TOTALS:</b>	<b>768</b>	<b>33</b>	<b>735</b>	<b>5</b>

## BODY WORN CAMERAS IN CORRECTIONS

In 2021, the Corrections Division was able to implement a body-worn camera program acquiring enough units so that all deputies can be equipped throughout their shift. While prevalent nationwide with law enforcement agencies for patrol operations, the same cannot be said for the use of cameras within the corrections setting.

To facilitate implementation of the body-worn camera program, the Corrections Division selected the same product being utilized by the Sheriff's Office Patrol and Detective Divisions. As a result, use of the cameras has been seamless being able to use the framework of existing procedures for gathering, classifying, and storing digital recordings.

The Winnebago County Jail is equipped with fixed position cameras in each of the housing units as well as most common areas. However, these cameras do not provide audio and have limited fields of view. In contrast, body-worn

camera recordings are comprehensive and include a first-hand perspective of what transpired. To ensure inmate privacy rights are maintained, the use of body-worn cameras are not permitted when conducting certain inmate searches, during medical procedures, and when performing other sensitive inmate activities.



The use of body-worn cameras to supplement fixed position cameras has been a valuable tool in gathering digital evidence, recording inmate contact, and documenting critical incidents within the jail. Despite their short tenure, body-worn cameras have already proven invaluable when reviewing use of force incidents, responding to inmate grievances, and vetting allegations of deputy misconduct. Overall, the addition of body-worn cameras within the Corrections Division has been a resounding success and further builds upon the Sheriff's Office core values of transparency and accountability.

## 2021 JAIL POPULATION STATISTICS BY MONTH (AVERAGE)

MONTH	SENTENCED	NON-SENTENCED	FELONY PO HOLDS	MISDEMEANOR PO Holds	ES SANCTION	WORKING HUBERS
JAN	51.48	58.94	21.1	5.32	23.74	0
FEB	53.93	60.28	8.89	3.14	35.64	0
MAR	71.84	57.35	14.33	4.65	39.52	0
APR	67.53	54.77	17.53	5.3	46.6	0
MAY	76.29	61.65	24.84	3.77	46.1	0
JUN	75.93	57.9	25.17	4.3	41.13	0
JUL	69.94	55.42	28.1	5.52	37.81	2.29
AUG	64.26	69.23	31.26	9.68	46.71	4.42
SEP	53.5	68.33	29.6	6.7	45.57	2.53
OCT	47.74	69.55	22.52	8.19	39.45	2.48
NOV	48.43	66.52	24.33	7.83	27.3	5.27
DEC	47.32	75.52	31	4.29	19.39	8.06
<b>MONTHLY AVERAGE</b>	<b>60.68</b>	<b>62.92</b>	<b>23.23</b>	<b>5.72</b>	<b>37.41</b>	<b>2.09</b>

## JAIL POPULATION 5 YEAR COMPARISON

YEAR	AVERAGE DAILY POPULATION	ADMISSIONS	MALE	FEMALE	AVERAGE LENGTH OF STAY (DAYS)
2017	311.62	6,394	74.95%	25.05%	17.79
2018	306.95	6,050	74.41%	25.55%	18.52
2019	279.36	5,188	74.77%	25.23%	19.65
2020	218.93	3,909	74.89%	25.11%	20.44
2021	245.34	3,037	77.31%	22.69%	16.42



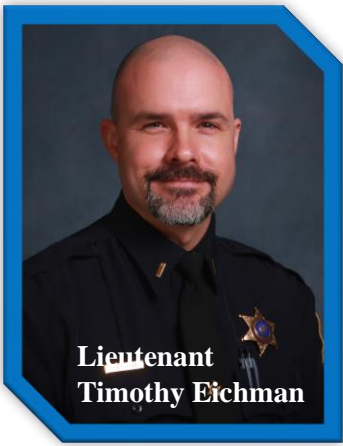
## 2021 WORK RELEASE UNIT PROGRAM PARTICIPANTS AVERAGE DAILY POPULATION

	ELECTRIC MONITORING INMATES	24/7 SOBRIETY ALCOHOL	24-7 SOBRIETY DRUG
JAN	19.23	126.6	31.8
FEB	28.64	116	35.5
MAR	34.81	104.9	39.9
APR	34.5	105.6	40.7
MAY	31.42	100	39.48
JUN	26.7	102.4	39.63
JUL	20.39	106.3	NA
AUG	18.87	101.8	NA
SEP	23.3	98.8	NA
OCT	21.61	94.7	NA
NOV	24.03	101.1	NA
DEC	27.1	104.5	NA
<b>MONTHLY AVERAGE</b>	<b>25.88</b>	<b>105.23</b>	<b>37.84</b>

## 2021 PRISONER TRANSPORTATION

	ADULT	JUVENILE
<b>PERSONS TRANSPORTED</b>	897	46
<b>MILES DRIVEN</b>	50,378	3,466

\*24/7 Drug was turned over to the District Attorney's Office in mid-June



Training of Sheriff's Office personnel falls under the responsibility of the Training and Special Operations Lieutenant. To ensure staff receive pertinent, timely, and consistent training the Sheriff's Office has a number of Wisconsin Department of Justice Training and Standards Certified instructors spread throughout the Agency's multiple divisions.

In 2021, the Sheriff's Office progressed towards all instructors receiving State certification for all tactical skills which the State of Wisconsin provides instructor certification. Each year all deputies undergo mandatory in-service training, which includes Defense and Arrest Tactics (DAAT), Principles of Subject Control (POSC), firearms, and Tactical Response.

All law enforcement certified deputies also completed a four-hour Emergency Vehicle Operations Course (EVOC). The State of Wisconsin mandates all law enforcement officers receive this training bi-annually to maintain certification. Additionally, all deputies assigned to the Corrections Division attended eight additional hours of in-service training to ensure they are following current State of Wisconsin Department of Corrections rules, regulations, and best practices.

During the 2020-2021 State of Wisconsin fiscal year, 149 deputies averaged 119.2 hours of training, exceeding the recertification minimum of 24 hours. While COVID-19 continued to present challenges to providing in-person training, the Sheriff's Office was able to complete several notable courses which included:



- Project Life Saver
- Prison Rape Elimination Act (PREA) and PREA Investigator
- Incident Command System (ICS) 200, 700, and 800
- FEMA Mobile Field Force
- Influencing the Performance of Others
- Force Science's De-Escalation Training



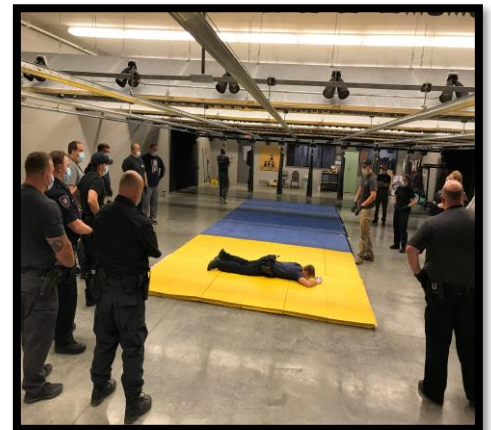
2021 was the first full year in which all Wisconsin law enforcement agencies were required to submit monthly use of force data to the State of Wisconsin. This data is collected via the State's Use-of-Force and Arrest-Related Death Reporting system and serves as the conduit to the FBI's National Use-of-Force Data Collection program. In 2020, the Sheriff's Office was selected as a pilot agency for this initiative and has complied with the use of force reporting requirements since its inception. Internally, the Sheriff's Office regularly conducts use of force reviews to ensure that a deputy's actions are consistent with Sheriff's Office expectations.

When force is used, a deputy must thoroughly document their actions in a formal incident report and complete a separate reporting form. A preliminary review is completed by a supervisor who then forwards the information to the Training Lieutenant. With oversight from the Chief Deputy, the Training Lieutenant conducts an in-depth analysis of the incident to ensure that a deputy's actions are consistent with Sheriff's Office General Orders, applicable federal, state, and local laws, and the State of Wisconsin Defensive and Arrest Tactics (DAAT) System, or the State of Wisconsin Principles of Subject Control (POSC) System.

The 2021 summary use of force data is as follows:

- Deputies from the Field Services Divisions of the Sheriff's Office responded to 45,662 incidents according to Computer Aided Dispatch (CAD) records. Twenty-six (26) of those incidents, or .057%, resulted in force being used.
- Deputies from the Corrections Division of the Sheriff's Office responded to 569 formal incidents (those which required a police report) according to Computer Aided Dispatch (CAD) records. Twelve (12) of those incidents, or 2.1%, resulted in force being used.

To view the full annual use of force reports, visit our webpage <https://www.co.winnebago.wi.us/sheriff>



The Sheriff's Office continues to conduct scenario-based training with role players which focuses on using interpersonal communication and de-escalation tactics to gain voluntary compliance. The statistics listed above confirm that the training we provide works as use of force by our deputies when interacting with people is not common.





The Sheriff’s Office operates a county-wide Public Safety Answering Point (PSAP) or Communications Center, which is overseen by Communications Captain Lara Vendola-Messer and Communications Lieutenant Jesse Jensen.

Within the PSAP, all public safety incidents and related radio traffic and phone calls are coordinated by an allotted 31 extensively trained dispatchers, with four or five dispatchers working at a time. Dispatchers are responsible for continuously monitoring six primary radio talk groups assigned to law enforcement and fire departments

within Winnebago County 24/7/365. The Winnebago County PSAP handles emergency (911) and non-emergency calls, radio communications, and serves as a resource and for all law enforcement, fire, and emergency medical service providers within Winnebago County to include:

- 10- Law Enforcement Agencies
- 15- Fire Departments
- 13- First Responder Groups
- 1- Ambulance Service

In order to meet the specific needs of all public safety providers, each new dispatcher receives a minimum of 1,070 hours of on the job training, 8-hours of CPR, 32-hours of TIME system certification and 24-hours of Emergency Medical Dispatch.



## ANNUAL STATISTICS

	2021	2020	2019	2018	2017	2016
<b>911 Landline</b>	7,917	7,536	7,646	8,161	8,618	8,743
<b>911 Wireless</b>	42,757	35,741	37,535	32,897	32,070	32,201
<b>911 Text **</b>	35	X	X	X	X	X
<b>Total Incoming 911</b>	<b>50,709</b>	<b>43,277</b>	<b>45,181</b>	<b>41,058</b>	<b>40,688</b>	<b>40,944</b>
<b>Non-Emergency Calls</b>	85,065	85,967	89,663	88,643	91,666	89,616
<b>Outbound Calls</b>	40,111	36,060	39,482	37,752	40,255	41,251
<b>Total Phone Calls Handled</b>	<b>175,885</b>	<b>165,304</b>	<b>174,326</b>	<b>167,453</b>	<b>172,609</b>	<b>171,811</b>
<b>CAD Calls for Service</b>	<b>180,327</b>	<b>164,877</b>	<b>174,768</b>	<b>170,685</b>	<b>171,631</b>	<b>157,541</b>

In 2021, the Winnebago County PSAP handled 175,885 incoming and outgoing telephone calls while averaging 482 phone calls per day, or 161 phone calls per eight-hour shift. The PSAP dispatched 180,327 calls for service to police, fire, and emergency medical services while averaging 494 calls for service per day, or 165 calls for service per shift.

## EMERGENCY MEDICAL DISPATCH (EMD)

The Winnebago County PSAP has been equipped with Emergency Medical Dispatch (EMD) software for many years. In 2021, the PSAP assessed 11,334 medical cases within the program. The electronic software integrates concepts of medical emergency dispatching protocols with today's critical computer technologies. The software is designed in such a way that it assists dispatchers in quickly identifying a determinate code to send an appropriate and pre-determined level of medical response.



The Winnebago County PSAP also uses a quality improvement feature for its EMD related services, which automates many tasks within a rigorous and strict case review process. This ensures that consistent and regular self-assessment of medical dispatch calls occurs. In 2021, specially trained evaluators reviewed 809 cases (7%) of all medical calls.

Because the PSAP had a robust self-assessment process in place, it was easy to ensure that the Winnebago County PSAP was fully compliant with a state law that became effective May 1, 2021 requiring that all PSAPs conduct ongoing quality assurance of its dispatcher assisted bystander cardiopulmonary resuscitation (CPR) program. Beginning in early March 2021, 176 CPR calls were critically evaluated.

## 911 INFORMATION

In 2021, Winnebago County PSAP handled 50,709 total 911 calls. While the majority of the calls were legitimate calls for help, 13,723 (27%) of all 911 calls were deemed to be accidental or hang up calls.

All 911 calls take time and resources. The resource use begins at the PSAP, and often extends to requiring additional field resources, such as police officers, deputies, EMS, first responders and/or fire departments to vet the validity of the call. In 2021, public safety dispatchers were able to resolve 10,173 (74%) of the 911 misdials without the need to send additional public safety resources.

For each 911 call that comes to the PSAP, if it cannot be determined that 911 was dialed in error, appropriate public safety personnel will be dispatched to investigate. In 2021, this occurred 3,550 times (26%). This results in public safety personnel and resources being diverted for unnecessary 911 calls from true emergencies, traditional law enforcement services, or other community engagement efforts.



Common accidental 911 calls occur because of pocket dialing, misdialing, inadvertent activation of certain phone or watch features, or children playing with a phone. Although the PSAP receives accidental 911 calls from both cellular and landline phones, the vast majority of them come from cellular phones. In 2021, 84% of 911 calls into the Winnebago County PSAP came from a cellular telephone, while 16% were from a landline phone. The most important issue for misdialing 911 is for the caller to *remain on the line*. This is particularly crucial when calling from a cellular phone, which is not tied to a physical address point like a land line is.

## **2021 MAJOR PROJECTS**



In the summer of 2021, the Winnebago County PSAP upgraded the Customer Premises Equipment (CPE) for 911 calls, logging records, and mobile answering positions within the PSAP. In simple terms, these upgrades will allow the Winnebago County PSAP to be well poised to connect to the Wisconsin Emergency Services IP Network (ESInet) when the state's core system is ready. In furtherance of this goal, the Winnebago County PSAP staff have been working closely with the Winnebago County GIS Department to ensure data standards within the Winnebago County CAD system will be ready for the future of NextGeneration911 (NG911). Globally, this will require some addressing changes to occur at the municipality level in the near future.

Within the 2021 upgrade, Winnebago County PSAP now has the ability to accept Text-to-911, when dire situations warrant this method of communication. This service is also much more user friendly for the hearing-impaired community than the traditional TDD devices of the past. Although dialing 911 and speaking to a dispatcher is always preferred, texting is available. The mantra of the PSAP has become "Call 911 if you can; text if you can't".

With the upgraded software going online in June, the PSAP can now easily capture the time it takes for a dispatcher to answer a 911 call from the time it rings in the PSAP. The generally accepted industry best practice standard for 911 call-answering times is that 90% of all 911 calls be answered within 15 seconds and 95% are answered within 20 seconds. We are proud to report that with 30,582 911 calls measured within the roughly six-month period since going live, the PSAP answered 98.76% within 10 seconds, 99.69% within 15 seconds, and 99.88% within 20 seconds.

## **RADIO SYSTEM UPGRADE**

The Winnebago County Radio System is a crucial piece of public safety communications equipment. There are more than 100 radio talk groups and frequencies programmed into the system that are managed by the PSAP, allowing first responders to communicate during emergency events. In 2021, there were 1,664,651 push to talk radio transmissions within the system, averaging 10 seconds per transmission.

Winnebago County shares integral components of the radio system with Outagamie County. Significant upgrades occurred in 2021 at four primary radio tower sites that function in concert with Outagamie County. Within those towers, base radio legacy system pieces were replaced, which provide paging capabilities to fire departments. Additionally, the tower sites contain microwave antennas that had reached their end of life. All four Winnebago County microwave links were replaced in 2021, which will carry the Radio System's capabilities into the next decade.



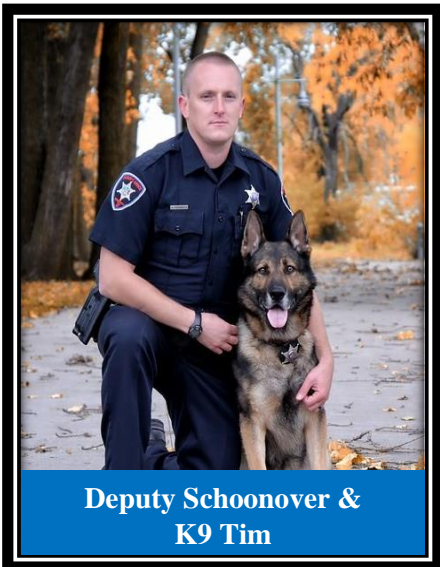
# K9 UNIT

2021 was a year of new beginnings and recovery for the Sheriff's Office K9 Program. The unit welcomed the new addition of K9 Athos and his partner Deputy Charlie Hebert. K9 Athos is an 18-month-old German Shephard who is full of energy and enthusiasm for his new role as a dual-purpose canine. He and his partner Deputy Hebert made the long trek to the Albuquerque, New Mexico to complete their initial canine team certification at K9 Services. This marked the first time that the Sheriff's Office utilized this prestigious training center. K9 Athos and Deputy Hebert attended the spring training session and were fully operational in May.

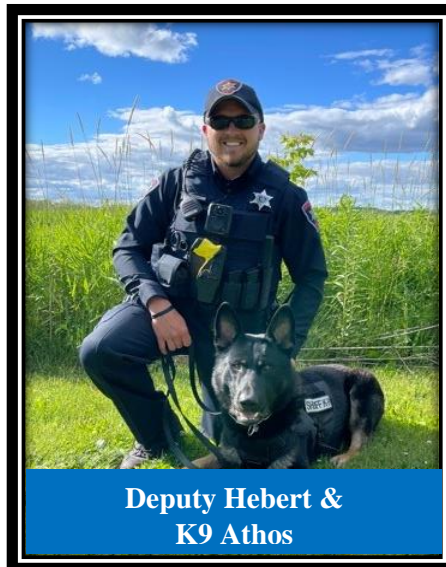


Lieutenant  
Christopher  
Braman

Due to pandemic restrictions, special events and demonstrations continued to be greatly reduced in 2021. The K9 Units still provided some demonstrations, including one to the Sheriff's Office Citizens' Academy and the Nekimi Fireman's picnic. K9 Tim and his partner Deputy Kyle Schoonover continued their work with the Sheriff's Office's SWAT Team and were soon joined by K9 Athos and Deputy Hebert.



Deputy Schoonover &  
K9 Tim



Deputy Hebert &  
K9 Athos



Deputy Geschrei &  
K9 Kai

K9 Kai spent much of 2021 recovering from a knee injury which required surgical repair at UW-Madison Veterinary School. After extensive physical therapy and many post-operative appointments, he and his partner Deputy Erica Geschrei returned to active duty.

Despite the setbacks and transition experienced in 2021, the K9 program continued its strong performance. The teams logged more than 150 deployments which led to seizures of THC, Heroin, Fentanyl, Methamphetamine, Cocaine, MDMA, Psilocybin Mushrooms, LSD, and drug paraphernalia. The teams completed over a 125 vehicle sniffs and assisted other agencies on approximately 50 calls for service which included tracks, building searches, and suspect apprehensions.

Due to generous contributions from the community and the hard work of the K9 handlers, the Winnebago County K9 Program continues to excel. The Sheriff's Office will look to add another team for 2022 in anticipation of an expected K9 retirement.

Welcome K9 Athos!

# **SWAT**

## **Special Weapons and Tactics**

The Winnebago County Multi-Jurisdictional SWAT Team is 19 members strong and consists of 13 deputies from the Winnebago County Sheriff's Office, two officers from the Village of Fox Crossing Police Department, two officers from the Menasha Police Department, and one officer from University of Wisconsin-Oshkosh Police Department. Team members are on call 24- hours a day and are required to respond to a critical incident at a moment's notice. SWAT responsibilities and training are in addition to member's regular job duties. The SWAT Team trains a minimum of 16-hours per month to maintain a high level of proficiency and the skills needed to resolve high- risk incidents. Multiple times per year, the SWAT Team participates in full -scale training with the Crisis Negotiators.

The Winnebago County Multi-Jurisdictional SWAT Team is designated by the State of Wisconsin as a Type II SWAT Team and serves as one of eight regional SWAT Teams, under the Aligned Law Enforcement Response Team (ALERT) system. This designation places specific requirements on team members for training, fitness, and operational abilities. As a regional team, Winnebago County receives funding for equipment and training through the Department of Homeland Security. Team members have received Master Instructor certifications for various tactical disciplines and are required to provide training to other SWAT teams within its region.

SWAT Team assistance was requested eight times in 2021. Mutual aid requests from other agencies were the most prevalent reason for team activation. The SWAT Team assisted the city of Kenosha, providing tactical resources in the days following the District Attorney's ruling on a controversial officer involved shooting. The team was strategically assigned to a designated area within the city to respond and extricate injured officers or citizens but was not utilized. The SWAT Team also responded to the Fox River Mall in Grand Chute for an incident that was initially reported as an active shooter. Team members worked in conjunction with other responding agencies to ensure that there were no other suspects inside the businesses and evacuated patrons and employees who had sheltered during the incident. Other requests during the year included delivery and deployment of specialty equipment and assistance to other agencies during tactical incidents within their jurisdictions.

# **SPECIALTY TEAMS**



### **Critical Incident Call Types:**

- Hostage Rescue Situations
- Armored Rescue Vehicle Operations
- Armed Barricaded Subjects
- Tactical Tracking and Woodland Terrain Operations
- Execution of High-Risk Search/Arrest Warrants
- High-Risk Apprehension Operations
- High-Risk Security Operations
- Counter Sniper/VIP Protection Details
- Other Situations Where the Likelihood of Armed Resistance Appears Great

# **CRISIS** **NEGOTIATOR**



The Crisis Negotiations Team for Winnebago County is a Multi-Jurisdictional unit comprised of deputies and police officers from partner agencies. The unit consists of 12 Team members who are on call 24-hours a day and are required to respond to critical incidents at a moment's notice.

Crisis Negotiations Team members train more than 40 hours each year. Four-hour blocks of training are conducted multiple times each year and focus on equipment use, negotiation fundamentals and scenario-based role playing.

Members of the Crisis Negotiations Team train with the SWAT team at least four times each year, shadowing the SWAT team during an 8-hour training day and participating in full day SWAT/Negotiator exercises in the winter, spring, and fall.

Members of the Crisis Negotiations Team attend a 40-hour Basic

Crisis Negotiation Course taught by the FBI or the National Tactical Officers Association (NTOA). All members complete the highly sought-after Memphis Model Crisis Intervention Team (CIT) training and also attend various interview and interrogation courses.

The Crisis Negotiations Team is primarily responsible for transport and setup of the Winnebago County Command Post during high-risk incidents.

# **DIVE** **TEAM**

The Sheriff's Office Dive Rescue/Recovery Team responds to incidents within Winnebago County as well as other jurisdictions when mutual aid requests are received. The Dive Team is tasked with underwater evidence collection as well as victim rescue/recovery incidents. Members complete a minimum of 96 hours of training per year to maintain critical dive proficiencies.

members of the Dive Team attended additional advanced training to include Dive Rescue International's Current Diver and Critical Skills Diver courses. The team also saw the addition of three new members in 2021. These members will continue receiving advanced training throughout their career on the Dive Team to ensure they have the skills required of a public safety diver. Members of the Dive Team are drawn from sworn personnel of the Sheriff's Office and the team is overseen by a Lieutenant.



The Dive Team responded to two call outs in 2021. These incidents included assisting the Oshkosh Police and Fire Departments in searching a pond in which it was believed a subject went missing. After a thorough search, it was determined no person was in the body of water. Divers also assisted the City of Kaukauna Police Department in searching for evidence related to a homicide investigation in waters adjacent to Asylum Point Park.

# **MOBILE** **FIELD** **FORCE**



The Sheriff's Office Mobile Field Force is comprised of deputies who are trained to respond to large civil disturbances and protests for the purposes of law enforcement through crowd control. The team focuses on utilizing group tactics, special protective equipment, and formations to control large gatherings of people with the goal to protect lives and property during an unlawful assembly.

The Mobile Field Force adheres to standards created by FEMA's Center for Domestic Preparedness. Team members receive annual training focusing on legal considerations for responding to civil unrest, current protester tactics, and mass arrest procedures. Team members must also pass a yearly fitness test to maintain their operational readiness.

In May of 2021, the Winnebago County Sheriff's Office hosted a three-day mobile field force training event led by national FEMA instructors. Several deputies attended this training to improve their knowledge of policing large-scale civil unrest incidents, to build confidence in their issued protective equipment, and to work as a team with police officers from other agencies.

The Mobile Field Force is on call 24-hours a day and responds to large-scale disturbance whenever requested to assist. Membership includes 29 deputies that span the ranks of the entire Sheriff's Office. In 2021, the team did not respond to any civil unrest incidents.

# **ACCIDENT** **RECONSTRUCTION**

## **Accident Reconstruction Team:**

- 1- Team Leader
- 1- Assistant Team Leader
- 1- Reconstructionist
- 3- Deputies
- 1- Assistant District Attorney

The primary responsibility of the Sheriff's Office Accident Reconstruction Team is to respond to serious injury and fatal crashes to gather empirical evidence. The evidence collected aids in determining what occurred during the crash, and if criminal charges are warranted. The team works closely with the Winnebago County District Attorney's Office and the Sheriff's Office Detective Division to fully investigate each crash. The team not only responds to incidents where we have primary jurisdiction, but also assists local police agencies within the county when requested.

The goal of an accident reconstructionist is to be able to reach conclusions about the speeds in which the vehicles were traveling, what the drivers were doing leading up to the crash, and any other factors that may have caused the collision to occur.

Team members have extensive training to assist them in determining the proper sequence of events associated with a crash which assists the District Attorney's Office in development of criminal cases.

In 2021, the Accident Reconstruction Team responded to six accident scenes, and assisted with various investigations requiring vehicle computer downloads.

# **BOAT PATROL**



The Sheriff's Office Marine Unit is comprised of three boats that are charged with enforcing 140 square miles of navigable waterways in Winnebago County. These waterways consist of Lake Winnebago, Lake Butte des Morts, Lake Poygan, Lake Winneconne, Little Lake Butte des Morts and the Fox and Wolf Rivers. Each Marine unit is staffed with two deputies and they patrol during the navigational season, generally on the weekends and holidays from Memorial Day to Labor Day.

## **2021 Boat Patrol:**

- 143 Citations
- 152 Warnings
- 314 Safety Inspections
- 19 Vessels Assisted
- 1 Search and Rescue Operation
- 1,225 Hours worked



For the fastest response to rescue operations, the Sheriff's Office continues to share access to its boats with both the Oshkosh Fire Department and Neenah Menasha Fire Rescue. This partnership results in the fastest emergency response. For dive and recovery operations the Winnebago County Dive Rescue/Recovery Team also utilizes the marine units. The Wisconsin Department of Natural Resources continues to reimburse the Sheriff's Office for time spent on enforcement and accident investigation.

# **SNOW PATROL**



The Sheriff's Office patrols approximately 213 miles of groomed trails, which consists of 133 miles of state funded trails and 80 miles of privately maintained club trails, along with frozen bodies of water throughout the County.

In 2021, the Sheriff's Office snow patrol issued 23 citations ranging from non-registration to no trail permits. The Wisconsin Department of Natural Resources continues to reimburse the Sheriff's Office for time spent on enforcement and accident investigation.





# HONOR GUARD

The Sheriff's Office Honor Guard is comprised of 13 deputies who are dedicated to representing the agency at police memorial services, funeral services, parades, processions, and posting of colors. In 2021, the Winnebago County Honor Guard proudly attended 11 events.



# CHAPLAINS

The Sheriff's Office recognizes that citizens may face personal situations that are not easily resolved. The Chaplain Program is comprised of 16 clergy members. Members of the program are assigned to at least one on-call day per month. Their service is voluntary and they respond as needed to provide spiritual guidance, pastoral counseling, ministry, and comfort to those experiencing crisis or loss.

The Chaplains responded to two incidents during the course of 2021. One of these callouts was for a structure fire in the Town of Vinland where a number of horses perished. The other call-out was to assist family members who's loved one unexpectedly passed away. In both instances, Sheriff's Office Chaplains provided support and encouragement to all those affected.



# SPECIAL EVENTS



After the majority of special events were cancelled in 2020 due to COVID-19, Winnebago County saw a number of events return in 2021. The largest of these events was the 2021 EAA AirVenture held July 26-August 1. An average of 16 deputies provided 24-hour coverage during the course of AirVenture 2021. While the majority of deputies were assigned to the main EAA event grounds, the Sheriff's Office Dive Rescue/Recovery Team also staffed a marine unit at the EAA Sea Plane base located at 5202 Streich Lane. in the Town of Black Wolf. Team members were present to provide an emergent response in the event of an incident on Lake Winnebago occurred. In addition, two dispatchers were also assigned each day to handle the increased radio traffic volume associated with such a large event.

Despite the continued prevalence of COVID-19, AirVenture 2021 drew an estimated crowd of 608,000 attendees over the course of the 7-day event. EAA management estimated a total of 12,000 airplane and drive-in campsites were utilized accounting for an estimated 40,000 attendees. These camping number do not, however, account for the private campgrounds surrounding the EAA grounds.

Deputies working AirVenture 2021 responded to 387 calls for service. This was a 22.4% increase from the 309 calls for service deputies responded to in 2019. As a result of these calls for service, the following law enforcement actions were taken:

### EAA Air Venture 2021

CITATIONS		CUSTODIAL ARRESTS (Primary Charge)	
1	Theft	1	OWI
		1	Battery (2)/DC (2)/Resisting
		1	DC/Resisting
		1	Emergency Commitment
<b>1</b>	<b>TOTAL CITATIONS</b>	<b>4</b>	<b>TOTAL CUSTODIAL ARRESTS</b>

Deputies spent a significant amount of time handling normal law enforcement calls for service at AirVenture which included four aircraft related crashes. One of these crashes resulted in the pilot sustaining minor injuries.

The Sheriff's Office also provided law enforcement services to several smaller events in 2021. A few of these events included:

- Paynes Point Hook and Spear Club's Fisheree
- Fisk Fireworks
- Big Brothers, Big Sisters of East Central Wisconsin Bike Tour
- Race the Lake
- The Winnebago County Fair
- EAA's Christmas in the Aire

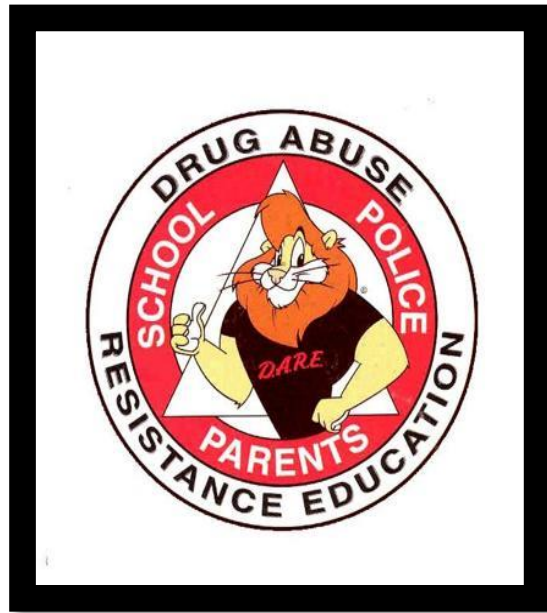


# COMMUNITY PROGRAMS



The Sheriff's Office was able to serve the community throughout 2021 despite the pervasive issues associated with COVID-19. Although some events returned, there were still many that remained virtual or modified due to the virus. The Community Programs/Crime Prevention office continued to facilitate partnerships throughout these unique times and was creative in interacting with the community in a safe manner.

Drug Abuse Resistance Education (DARE) has been a steadfast component of the Sheriff's Office outreach efforts since 1989. The specially trained deputy assigned to DARE teaches in 10 Winnebago County schools to over 750 students each year, presenting two distinct programs based upon age levels. The commonly known 5<sup>th</sup> grade curriculum is an 11-week program, and the more specialized middle school program is 7-weeks. Each program focuses on healthy decision-making skills, social and emotional learning, and overall coping and resistance strategies. In 2021, the Sheriff's Office facilitated a mixture of in-person and virtual presentations in the schools.



# **CITIZENS'** **ACADEMY**

The Sheriff's Office conducted its sixth annual Law Enforcement Citizens' Academy in 2021. Twelve citizens were provided the opportunity to interact with members of the Sheriff's Office and learn how and why the Sheriff's Office operates. Students also sampled the culture of law enforcement and examined the organization as a whole. The thirteen-week academy provided access to the five areas of the agency to include Administration, Communications, Corrections, Detectives, and Patrol. The academy consists of both classroom and interactive hands-on instruction.

Past participants in the Citizens' Academy have formed an alumni association and meet quarterly to provide additional training for members as well as to assist the Sheriff's Office during events as needed.

The Sheriff's Office is scheduling another academy to begin in August 2022. Applications will be available on our website as well as via a link on our social media pages.



# SOCIAL MEDIA

The Sheriff's Office remains very active with our social media presence. The platform has provided a cost-effective mechanism to be proactive with community education, outreach, and public relations. Social media has also proven effective in delivering valuable real-time information to followers during emergency situations and routinely is the first source community members look to for reliable information.

We welcome interaction with the community and invite citizens to message our pages with questions or content suggestions.

Do you think you have what it takes?

<https://www.youtube.com/watch?v=gfUUFHpUy5s>

Come be a part of our amazing team!



WCSOWisconsin



@WCSO\_Wisconsin



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TheWISOchannel