

VILLAGE OF GERMANTOWN
N112 W17001 MEQUON ROAD
GERMANTOWN, WI 53022

MEETING:	PUBLIC SAFETY COMMITTEE
DATE AND TIME:	<u>MONDAY, May 3, 2021</u> <u>6:00 p.m.</u>
LOCATION:	Germantown Village Hall Board Room N112 W17001 Mequon Road

NOTICE: Pursuant to the current recommendation of the Centers for Disease Control and Prevention limiting the size of public gatherings, capacity within the Board Room will be limited. Members of the body and citizens may also attend the meeting virtually through the WebEx platform, Meeting #: 182 972 3623 Password: qkC3Jf37wDj which can be accessed by phone at 408-418-9388 or by logging on <https://villageofgermantown.my.webex.com/villageofgermantown.my/j.php?MTID=m231683ae6527acb23b2be55f0fe4ae34> Citizens wishing to view the meeting are encouraged to watch the live broadcast of the meeting through the livestream on the Village's website. Citizens not wishing to attend the meeting personally or virtually may submit any public comments by sending an email to comments@village.germantown.wi.us by 4 p.m. on the day of the meeting so that it can be provided to the members of the body for their consideration.

- I. **CALL TO ORDER:** This meeting has been given public notice in accordance with Wisconsin Statutes, Section 19.83 and 19.84 in such form that will apprise the general public and news media of subject matter that is intended for discussion and action.
- II. **ROLL CALL:** Chairperson Myers, Trustees Hudson, J. Miller, and Pieper.
- III. **PUBLIC COMMENT:** *Please be advised per §19.84(2), information will be received from the public. It is the policy of this municipality that there be a three (3) minute time period, per person, with time extension per the Chief Presiding Officer's discretion; be further advised that there may be limited discussion on the information received, however, no action will be taken under public comments. (15 minutes) Written Public Comments should be directed to comments@village.germantown.wi.us, by 4 p.m. on Monday, May 3.*
- IV. **APPROVAL OF MINUTES:** April 5, 2021, and April 19, 2021, Regular Meeting.
- V. **REPORTS:**
 - A. Police Department.
 1. Monthly.
 - B. Fire Department.
 1. Monthly.
 - C. Policy Updates.
 1. Police Department:
 - a. None.
 2. Fire Department:
 - a. None.

VI. **UNFINISHED BUSINESS:**

- A. None.

VII. **NEW BUSINESS:**

- A. Fire Department – Fire Gear Extractor Washer.
- B. Police Department – IT Services.
- C. Police Department – Use of Force Report.

VIII. **NEXT MEETING:** Set June 2021 Meeting Date and Time.

IX. **ADJOURNMENT:**

UPON REASONABLE NOTICE, efforts will be made to accommodate the needs of disabled individuals through appropriate aids and services. For additional information or to request this service please contact the Village Clerk at (262)250-4740 at least 2 days prior to the meeting.

NOTICE is given that a majority of the Village Board may attend this meeting to gather information about an agenda item over which they have decision making responsibility. This may constitute a meeting of the Village Board per State ex rel. Badke v. Greendale Village Board, even though the Village Board will not take formal action at this meeting.

MEETING MINUTES
PUBLIC SAFETY COMMITTEE MEETING
APRIL 5, 2021
GERMANTOWN VILLAGE HALL BOARD ROOM

CALL: The meeting was called to order at 6:00 p.m. by Chairman Miller.

ROLL CALL: Chairman Miller, Trustee Myers, Trustee Pieper and Trustee Wing.

Also present were Police Chief Snow, Fire Chief Delain, Battalion Chief Asmondy, Clerk Braunschweig, HR Manager Tucker.

PUBLIC COMMENT: no comments

APPROVAL OF MINUTES: a motion was made by Myers, seconded by Wing, to approve the minutes of the March 1, 2021 Public Safety Committee meeting. Motion carried unanimously.

POLICE DEPARTMENT MONTHLY REPORT: Snow reported on the following:

- An offer of employment was extended to Daniel Jack Pabich for the position of police officer, he will start April 19th
- There were over 300 applications received for the IT position, the department is also looking at managed services for that position and will keep the committee apprised
- Patrol and traffic enforcement contacts have been on the increase
- 3rd shift K9 officer has been very active

FIRE DEPARTMENT MONTHLY REPORT: Delain reported on the following:

- New ambulance has been received, it will be in the front lot for viewing
- The department assisted Menomonee Falls with a large brush fire along with numerous other departments
- A burning ban has been enacted in the Village effective Saturday 04/03/21 due to the extremely dry conditions
- Miller questioned the slight decrease in the NFPA compliance numbers, Delain explained that the department has been experiencing more call stacking than normal which means they have calls coming in at the same time which affects their response times

POLICY UPDATES FOR POLICE & FIRE DEPARTMENT:

POLICE DEPARTMENT:

Policy 328 – Firearm Injury Reporting

Policy 329 – Death Investigation

Policy 330 – Identity Theft

Policy 331 – Private Persons Arrest

Policy 332 – Limited English Proficiency Services

Policy 333 – Communications with Persons with Disabilities
Policy 334 – Biological Samples

Snow advised most of these are new policies which were not in place prior to this. He briefly summarized the new policies.

FIRE DEPARTMENT:

Policy 100 – Fire Service Authority
Policy 103 – Policy Manual
Policy 200 – Organizational Structure
Policy 201 – Emergency Action Plan and Fire Prevention Plan
Policy 202 – General Orders

Delain advised the first few are statutes and the last 3 refer to organizational structure. The remaining policies will be brought forward when ready and will pertain more to departmental operations.

UNFINISHED BUSINESS: none

NEW BUSINESS

POLICE DEPARTMENT COMMENDATION: Snow advised he was bringing a commendation before the Public Safety Committee and read the commendation for Officer Oliver Radtke.

OLIVER A. RADTKE – commendation for actions while responding to a multi-vehicle crash with rollover on I41 on February 9, 2021.

Miller requested that Snow extend the congratulations of the committee to Officer Radtke for his actions at the accident scene.

POLICE DEPARTMENT – SQUAD CHANGEOVER: Snow advised the department was requesting funds to complete the changeovers for new squads 12 and 17. A price quote was received from General Fire for \$35,967.93 for both squads.

A motion was made by Myers, seconded by Pieper, to forward this purchase request to Village Board with a recommendation of approval for the funds requested for the new squad changeovers as presented. Motion carried unanimously.

POLICE DEPARTMENT – SEVERE WEATHER SIRENS REPLACEMENT PLAN: Snow explained this item was placed on the agenda for informational purposes and he is requesting no action to be taken at this time. The village severe weather sirens were purchased in 1997 and will be 25 years old next year. The manufacturer is recommending replacement of the sirens which can be done all at once or in several stages. Snow stated

that Captain Grenier had researched the costs of replacing the sirens and the total cost would be nearly \$144,000.00.

Discussion followed with Wing advising he had looked into this matter and noted there is no law which requires the Village to have severe weather sirens. He questioned the need for sirens, which was initially meant to notify residents at outdoor activities of impending severe weather. He also found that some communities are discontinuing their siren systems, such as Sturgeon Bay and Antigo. He added there were others he had found but did not have their names readily available. He suggested that the money needed to purchase a new siren system could be used in other areas and public service training could be arranged so residents could be shown what apps they can access for weather updates. Snow responded that is an option that could be considered.

Further discussion regarding the siren testing followed with Miller advising he has received complaints from residents of the noise from the testing, Snow stated the department also has received similar complaints. He added that research into other available options would continue.

FIRE DEPARTMENT – BATTALION CHIEF HOLIDAY PAY: Delain advised that the Battalion Chiefs do not receive compensation for working holidays and requested that they receive three (3) days per year of paid time off for working holidays. Wing asked if this would be approved time off and Delain stated it would be approved.

A motion was made by Pieper, seconded by Wing, to approve the request by the fire department for Battalion Chief holiday pay. Further discussion followed with Myers questioning the amount of cost to the Village, Miller stated it would be three days of base pay for that position, with Wing adding there would be no additional cost to the Village unless the vacancy created by the off day was filled by another person. Motion to approve carried unanimously.

ORDINANCE 03-2021, AN ORDINANCE AMENDING SECTION 14-25(6) OF THE GERMANTOWN MUNICIPAL CODE RELATING TO THE SALE OF INTOXICATING LIQUOR FOR OFF-PREMISES CONSUMPTION: Miler advised this amendment results from the recent law passed which allows bars and restaurants holding Class B liquor licenses to sell individual sealed glasses or cups of alcoholic beverages along with take-out orders.

A motion was made by Pieper, seconded by Wing, to forward this item to Village Board with a recommendation of approval, motion carried unanimously.

NEXT MEETING: Miller advised there would be a Special Public Safety Committee Meeting scheduled for Monday, April 19, 2021 after the General Government and Finance Committee Meeting scheduled at 6:00 p.m. and before the Village Board Meeting scheduled at 7:00 p.m. to discuss the Honor Flight fundraising event to be held by Stix Golf.

The next regular Public Safety Committee will be held on Monday, May 3, 2021 6:00 p.m. at the Village Hall Boardroom.

ADJOURNMENT: there being no further business, the meeting was adjourned at 6:26 p.m.

Recorded by,
Julie L. Barth
Secretary

DRAFT

**VILLAGE OF GERMANTOWN
PUBLIC SAFETY COMMITTEE
MEETING MINUTES
April 19, 2021**

CALL TO ORDER: The meeting was called to order at 6:31 p.m. by Chairperson R. Miller.

ROLL CALL: Present: Chairperson R. Miller, Trustee Members: Pieper, and Myers. Absent: Wing. Also present: Administrator Kreklow, Manager Tucker, Clerk Treasurer Braunschweig, and Superintendent Anderson.

PUBLIC COMMENT:
None.

NEW BUSINESS:

- A. Temporary Extension of Premise – Stix Golf, W164N11271 Squire Drive, Germantown, June 6, 2021, 11 a.m. – 4 p.m., Stars and Stripes Honor Flight, Inc., Honor Flight Memorial Virtual Golf Fundraiser.

Motion (Myers/Pieper) to recommend approval of Temporary Extension of Premise – Stix Golf, W164N11271 Squire Drive, Germantown, June 6, 2021, 11 a.m. – 4 p.m., Stars and Stripes Honor Flight, Inc., Honor Flight Memorial Virtual Golf Fundraiser. Motion carried unanimously.

- B. Temporary Class B Beer License –Deutschstadt Heritage Foundation, Mai Fest Celebration in a Box, Drive Through Pick-Up, Village Hall Parking Lot, N112W1001 Mequon Road, May 15, 2021, Noon – 6 p.m.

Motion (Myers/Pieper) to recommend approval Temporary Class B Beer License –Deutschstadt Heritage Foundation, Mai Fest Celebration in a Box, Drive Through Pick-Up, Village Hall Parking Lot, N112W17001 Mequon Road, May 15, 2021, Noon – 6 p.m. Motion carried unanimously.

SCHEDULE NEXT MEETING: The next meeting will be on May 3, 2021 at 6:00 pm.

ADJOURNMENT: Chairman R. Miller adjourned the meeting at 6:33 p.m.

Respectfully Submitted,

Deanna Braunschweig

Deanna Braunschweig
Village Clerk / Treasurer

The Business of the Germantown Public Safety Committee

Submitted by: Chief John Delain

Agenda Item: New Business

Meeting Date: 5/3/2021

Item Name: Washer extractor purchase

Agenda item description:

In November of 2020 the Germantown Fire Department purchased a Fire Gear Extractor Washer to maintain the cleanliness and extend the life of our Fire Gear, the extractor also aids in decontamination of our uniforms and EMS supplies. This machine was going to be paid for by donated funds. When the machine was delivered and installed in late February. The invoice was submitted to the person who was going to donate the funding for machine, however, at that point in time he refused to make payment. We are requesting approval to pay this invoice for the amount of \$15,040.00 from account 10-522-530-4500. This unit does qualify COVID reimbursement funding.

Back up included: XX____ yes No____



Invoice

13150 W. GLENDALE AVE
P.O. BOX 465
BUTLER, WI 53007
262-783-5808
262-783-5553 FAX
www.herbfitzgerald.com

Invoice Number: 0194436-IN

Invoice Date: 3/10/2021

Order Number: 0121318

Quoted/Order Date 12/7/2020

Salesperson: 0600

Customer Number: 0006621

Sold To:

GERMANTOWN FIRE DEPARTMENT
N115 W18752 EDISON DR
GERMANTOWN, WI 53022

Ship To:

GERMANTOWN FIRE DEPARTMENT
N115 W18752 EDISON DR
GERMANTOWN, WI 53022

Confirm To:

Customer P.O.
PO #34387

Ship VIA

Terms

NET DUE UPON RECEIPT

Item Number		Ordered	Shipped	Back Ordered	Price	Amount
30022 VRJ	MILNOR 60-LB. WASHER-EXTRACTOR; 9.0 CU. FT CYLINDER; EP-PLUS MICROP CONTROL; 685 RPI 200 G-FORCE EXTRACTION; RINSAVE; 208-240/60/3 ELECTRICAL SERVICE	1.00	1.00	0.00	14,575.00	14,575.00
Serial Number:	211791746	1.00				
HM70	H-M CO. DRAIN TROUGH; 3'L x 16"W x 12"H; 3" DRAIN OUTLET; 1/4" POLYPROPYLENE BODY; 3/4" POLYPROPYLENE LID; 3/8" DIAMETER LINT FILTER HOLES	1.00	1.00	0.00	465.00	465.00

Includes: freight; delivery; set/level in place; anchor/grout washer; washer fill hoses; hook-ups to
Purchaser responsible for: final electrical connections; plumbing for water supply hose bibs; provide
Warranty Summary: 90 days HFC labor; 3/5-year Milnor limited warranty

10

No return on electrical items or manuals purchased, all part returns require a RMA#, please call Herb Fitzgeralds to get your number. Prices may change without notice. As required by the WI Construction Lien Law, builder hereby notifies owner that persons or companies furnishing labor or materials for the construction on owner's land may have lien rights on that land and buildings if not paid. Those entitled to lien rights, in addition to the undersigned builder, are those who contract directly with the owner or those who give the owner notice within 60 days after they first furnish labor or materials for the construction. Accordingly, owner will receive notice from those who furnish labor or materials for the construction and should give a copy of each notice received to his mortgage lender, at any builder agrees to cooperate with

Net Invoice: 15,040.00

Freight: 0.00

Sales Tax: 0.00

Invoice Total: 15,040.00

**BUSINESS OF THE PUBLIC SAFETY COMMITTEE
GERMANTOWN, WI**

MEETING DATE: 05/03/2021

AGENDA ITEM: New Business

ITEM TITLE: IT Services

SUBMITTED BY: Chief Mike Snow

SUMMARY EXPLANATION:

The Village recently put out a request for proposals to provide IT services to the Police Department and Fire Department. We received proposals from four providers, which are attached.

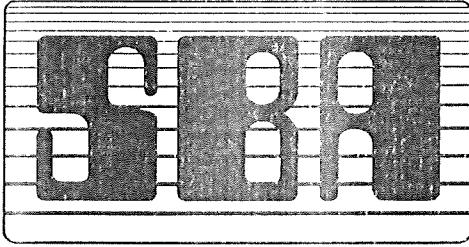
The Police Department is recommending the Village enter into an agreement with Schultz-Bernstein & Associates. We have worked with SBA for many years and have been very satisfied with the services provided. They are the only provider that included guaranteed on premise support.

The total cost of services would be a maximum of \$4,150 per month.

ATTACHMENT: ORDINANCE_____ RESOLUTION_____ OTHER_____

RECOMMENDATION:

BOARD ACTION:



SCHULTZ-BERNSTEIN & ASSOCIATES

Managed Network

Price Schedule Prepared For

Germantown Police/Fire Department

March 29, 2021

System Configuration

SBA Price

Fully Managed Network Including:

\$3,000.00/month

- Guaranteed On-Premise of 10 Hours Per Week
- Off-Premise Support of 2 Hours Per Week
- Proactive Maintenance / Network Documentation
- Server/Network/WDA Troubleshooting/Updates
- Project Based Assignments
- Divide time between Police and Fire
- Semi-Permanent Schedule w/Flexibility
- Off-Hours Emergency Support as Needed
- Scalability as needed
- 1-Year Term

Remote Monitoring / Network Management Solution

\$750.00/month/max

- Monitoring / Alerts / IT Automation
- Patch Management / Scripting
- HelpDesk / Ticket Queues/Scheduling
- Network Reporting / Analytics
- Network Discovery
- Endpoint Management
- Traffic Visibility / Forensic Data Retention
- Analyze / Monitor Network Performance
- Analyze / Monitor Application Performance
- On-Premise or Cloud Based

Server On-Premise Warranty 24x7 Support Upgrades

\$1,400/server/year

- 4 Hour Response Time

Full-Time IT Employee Comparison

\$112,000.00/year

- Salary: \$72,000/year
- Benefit Cost: \$40,000/year]
- Training / Experience / Retention

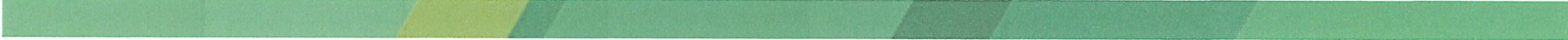
Managed Services Pricing

Assessment and Onboarding Fee \$5,000

Monthly Price: \$5,800

- Unlimited 24x7 help desk with remote support
- Desktop monitoring, maintenance and security software
- Server and network monitoring
- Includes licenses of anti-virus and malware protection
- Patch management for servers and desktops
- Technology business reviews
- Procurement (hardware/software not included)
- Onsite support included
 - Assumes weekly visits as needed
 - ProPhoenix support as primary focus
- Project work excluded
 - Billed on a discounted T&M basis of \$125/hour

Key Assumptions:

- Number of employees: 40
 - Number of computers, including WDA's: 56
 - Number of servers: 13
- 

Support Model Comparisons

Internal Resource

- Benefits
 - Set schedule
 - Dedicated resource
 - Immediate onsite support
 - Familiar with environment
- Challenges
 - HR cost – hiring, training, managing
 - Downtime – vacations, sick days
 - Right fit both technically and organizational
 - Limited skill set

Outsource

- Benefits
 - Flexible to meet demand
 - End to end support model
 - Eliminate HR cost
 - Enhanced competencies
 - No training cost
- Challenges
 - Finding the right partner
 - Knowledge sharing of business goals and detailed requirements

Village of Germantown

Information Technology Services



Prepared By:

Scott Gavin

Global Data Consultants, LLC

2501 E. Enterprise Ave, 2nd Floor

Appleton, WI 54913

April 26, 2021

Mike Snow
Village of Germantown
N12 W17001 Mequon Rd
Germantown, WI 53022



Re: Information Technology Services

Dear Mike,

Global Data Consultants, LLC ("GDC") would like to thank you for the opportunity to respond to the Village of Germantown Information Technology RFP request.

GDC designed our proposal on proven success-based methodologies for providing strategic and responsive information technology support. With a network of technology professionals in-house, we are also confident we can address the needs of your staff and community and exceed your expectations. As your technology needs and requirements change, GDC is confident we will have the technical talent to deliver the features you need when you need them. Thank you for reviewing our response to your Request for Proposal. We look forward to speaking with you soon.

Sincerely,

Scott Gavin
(920) 470-8942 mobile
ScottGavin@gdcit.com

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Company Overview

Global Data Consultants, LLC (GDC) is a Premier IT Service Provider Established in 1995.



An integral part to GDC's success today is the organization's ability to maintain the best technical talent and adapt to deliver the best quality of service to the customer. Recognizing that IT is an industry that is competitive and constantly changing, GDC realized that the key to growing was to understand the IT Services Industry and stick to these fundamental business principles – employ the best talent, excel in the delivery of technical services and focus on customer satisfaction.

Our business revolves around our clients. A customer-centric approach has been the focus of GDC since its inception in 1995 and has allowed us to be a trusted technology service provider to a network of clients across the globe.

To learn more about our company contact Scott Gavin, your dedicated account manager, or visit gdcitsolutions.com.

GDC Quick Facts



Greg Courtney, CEO

Global Data Consultants, LLC

DBA: GDC IT Solutions

CEO: Greg Courtney

President: Mike Coons

Established in 1995

Supports Companies of All Sizes in a Variety of Industries Serving Commercial and Government Sectors

280+ Skilled Professional Employees

Five (5) Locations in PA, MD & WI

97% Customer Retention Rate

Actively Host and Manage 40+ Websites in a Secure, Redundant Server Environment

Regional Offices



Appleton Office
2501 E. Enterprise Ave
Appleton, WI 54913



Company Headquarters
1144 Kennebec Drive
Chambersburg, PA 17201



Lena Building
4530 Lena Drive
Mechanicsburg, PA 17055



Fountainhead Office
13200 Fountain Head Plaza
Hagerstown, MD 21742



Westport Depot Facility
4700 Westport Drive
Mechanicsburg, PA 17055

Executive Leadership

Executive Leadership



Greg Courtney

CEO



Tom Trgovac

Executive VP & General Counsel



Dennis Coons

Executive VP

Veteran owned and led, Global Data Consultants, LLC (GDC) provides the experience, knowledge, and diligence necessary to work with clients to solve complex IT challenges.

GDC's ownership comprises Gregory D. Courtney, Founder and CEO; Thomas J. Trgovac, General Counsel and Executive Vice President; and Dennis C. Coons, Executive Vice President. Greg Courtney's background includes a tour of service in the United States Marine Corps. The United States Army commissioned Tom Trgovac, and he later served as a JAG officer in Washington D.C. Greg Courtney and Tom Trgovac both received honorable discharges for their military service.



Scope of Services

Managed IT Services

GDC's Managed Services Agreement is a full-scale proactive IT system management service. The service is structured using a predefined set of processes and software combined with GDC staff that allows them to monitor and respond to events in the customer's environment. We currently perform these services for 90+ Customers of various sizes out of four GDC office locations using four regional support teams.

GDC's Managed Services offering currently consists of the management of the following IT assets and services:



771 server systems; the majority of which are **Microsoft Windows servers' version 2012 or higher**. GDC maintains system health through proactive patching, monitoring, problem identification and resolution.



4,041 desktop/laptop nodes under management. GDC manages 3,760 client desktops/laptops and 282 internal GDC desktop/laptops.



75 clients running a combination of **single and clustered host virtualized environments**, with a large portion using SAN storage technologies from EMC and Dell.



120 firewall devices varying from mid-tier devices such as **Dell SonicWALL** to full scale security devices such as the **Cisco ASA**.



275 network devices consisting of **various grades of layer 2 and layer 3 devices**, managed and unmanaged switches, VLAN configurations used to separate network and VOIP traffic, and QOS.



175 server systems contracted to use **GDC Remote Backup Services** with combined data under backup management being approximately 85 TB and physical servers, VMware, and Hyper-V.



GDC operates **2 data centers** in separate locations which are available as **offsite replication targets** for client backups through our RBS services, so as to help diversify disaster recovery options and provide data security for our clients.



Supplementary services such as **FTP and email filtering** are available and managed for process management. We currently manage **47 different client domains**.



24/7 support for clients is provided by way of the **GDC Service Desk**. Critical alerts and client contact for support are handled and recorded by the GDC Service Desk and then escalated to the appropriate regional team engineer.



GDC provides **proactive systems administrative checks weekly** with **major engineering checks performed monthly**. The process collects approximately **15 different data points** for system health to highlight areas of potential risk and needed upgrades for either growth or system obsolescence.



GDC performs **weekly external security penetration checks** for networks under management allowing the service team to identify and remediate potential security risks and patch systems before they become an issue.

Base Inclusions



Proactively Managed IT

- Priority Response
- Dedicated Resources
- Client Ownership
- Proactive Approach vs Reactive
- Real-Time Monitoring
- Daily Backup Verification

- Monthly Security Patching
- Monthly Penetration Scanning
- Monthly Reporting
- Bi-Annual Needs Assessment
- Annual Inventory
- Annual Review



Managed Services Details

Client Relationship Management

GDC will assign a Dedicated Desktop (Level 3) Technician and a Senior Server (Level 4) Technician to HACD. These shared resources will provide remote and on-site support and will continue to gain knowledge on each system used by HACD through engaging with your employees. They will feel like one of your own employees. Our technicians will document each service ticket with enough detail and information to allow other GDC support center team members to understand and resolve the issues described on the service ticket. They will escalate problems when appropriate via proper escalation procedures as defined in standard operating procedures. Our ticketing system is capable of generating automatic tickets from an email sent by any user or point person at HACD. In addition to this method, users or a point person, would have the ability to create tickets within the MSP agent itself. HACD will have the ability to refer back to previous tickets closed, etc. within the agent.

GDC takes great pride in our Customer Satisfaction focus and achievement. We believe that communication is paramount to customer satisfaction. In addition to our assigned technicians taking full ownership of the account, periodic check-ins from the Account Manager and the Director of Managed Services is a way for GDC to get customer feedback and to ensure that HACD is satisfied with the service.

Service Levels

Response and Resolution Times for Each Priority Level

Trouble	Priority	Response Time	Resolution time	Escalation Threshold
Service not available (all users and functions unavailable)	Critical	Within 1 hour	Immediate and continuous support until resolution found.	Immediately
Significant degradation of service (large number of users or business critical functions affected)	Critical	Within 1 hour	Immediate and continuous support until resolution found.	Immediately
Limited degradation of service (limited number of users or functions affected, business process can continue)	High	Within 4 hours	Within 1-2 business days	4 hours
Small service degradation (business process can continue, one user affected).	Medium/Low	Within 4 hours	Within 1-5 business days	8 hours

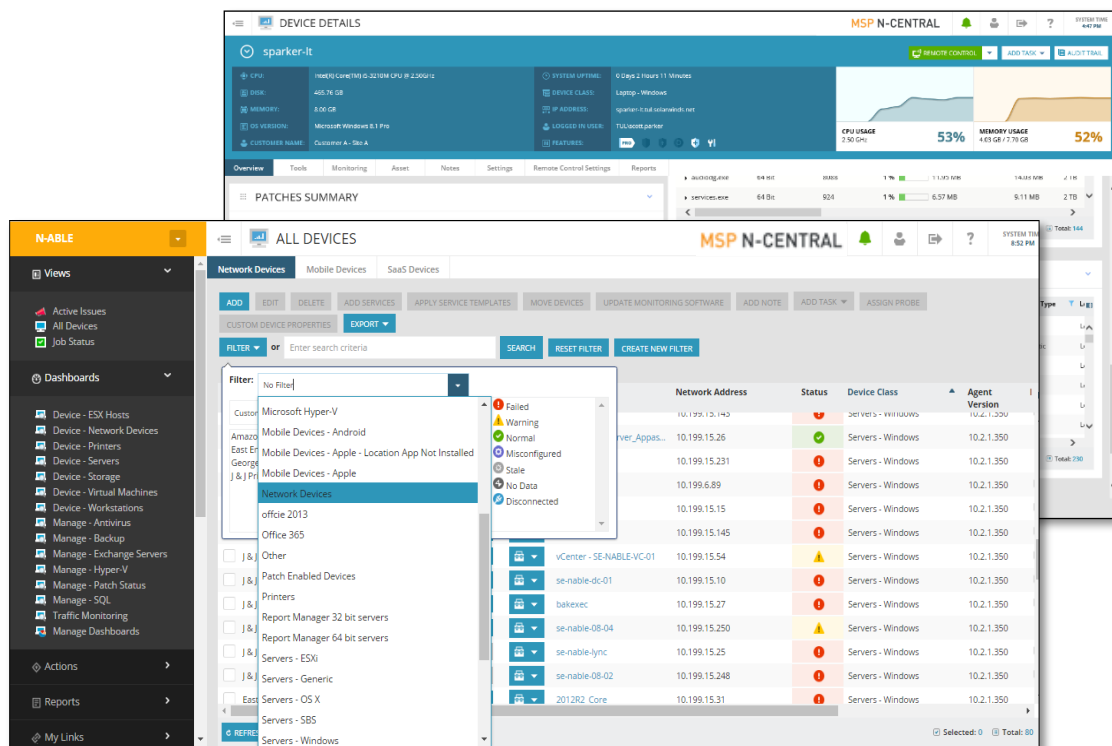
Support Tiers Levels

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created; the issue is identified and clearly documented and basic hw/sw troubleshooting may be initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hw/sw issues can be provided by more experienced Technicians.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who have the ability to collaborate with 3 rd Party (Vendor) Support Engineers to resolve the most complex issues.

Monitoring

Ticketing/Tracking System

GDC will utilize SolarWinds N-Central for management, monitoring, and alerting of system and network errors. SolarWinds enables GDC to monitor from a single pane of glass. System generated monthly executive reports will be sent to HACD at the beginning of every month. Manual checks will also be done to ensure continued quality of service.



Documentation and Records

Your assigned technicians will create a list of software used at HACD with access information, expiration, support information, etc. This will help manage the licensing and software agreements and keep it compiled in one area for reference. HACD will receive monthly executive reports that would reflect security updates installed, uptime of servers/network, network utilization, and other information for visibility. GDC will also create PC install checklists for PC upgrades. GDC will provide closing documentation to HACD digitally upon the completion of any project performed. This documentation will include changes to the systems, IP information, host information, make and model, etc.

GDC promotes continuous improvement by proactively compiling data, analyzing trends, managing outliers, and making fact-based decisions while offering our clients suggestions to promote improvement and innovation. This constant level of engagement promotes improved efficiencies, maintains up time, and allows for a more fluid and productive experience.



Additionally GDC provides a monthly hour report showing all hours used towards Proactive Base Support Service Deliverables and Technical Support Deliverables (see attached MSA for details on deliverables). The report shows the technicians names, hours used, and any notes including ticket # if applicable.

Hardware and Software Support

GDC currently supports over 700 unique hardware models and software applications including (but not limited to) laptops and desktops, mobile phones, tablets, printers, web browsers, Microsoft Office, Lotus Notes, mobile apps, websites, commercial off-the-shelf software (COTS) and custom software apps, software installation and configuration, and wireless networks.

Figure 2.3 Extensive Product Experience



As an example, GDC's Managed Services Agreement is a full-scale proactive IT system management service. The service is structured using a predefined set of processes and software combined with GDC staff that allows them to monitor and respond to events in the customer's environment. We currently perform these services for 90+ customers of various sizes in four GDC office locations using four regional support teams.

Customers with office locations in multiple regions are supported by the teams within driving distance of the closest local office. Customers with office locations outside of our regional support offices are provided with remote monitoring support with services available for onsite visits if needed.

GDC Differentiators

We Invest in Our People. GDC employs a 100% full-time and 100% US based workforce that holds multiple certifications from industry leading partners and receive ongoing coaching and soft skills training. We recognize the importance of continuing education and the value of promoting a career path for every employee. To that end, every GDC team member is provided a learning path, access to a developed network of vendors, and full reimbursement for acquired certifications. Furthermore, GDC's leadership promotes employee development through an open-door policy, MBWA (management by walking around), conducting regular 1x1's, and lunch & learns.

Our Culture Empowers Our Employees. GDC's work environment is rich with a leadership culture that empowers our employees with a wealth of knowledge and resources. We believe in the abilities of every GDC professional and that is the backbone of our success. By being culturally aligned with our customers, we are able to hire, place, and successfully manage candidates based on each customer's unique characteristics. GDC is dedicated to and built on a foundation of excellence in customer service. Our employees pride themselves in their ability to effectively listen and quickly resolve complicated issues. With GDC, authentic customer engagement is interwoven into our culture and day-to-day operations.

We Promote and Enable Process Improvement. GDC promotes continuous improvement by proactively compiling data, analyzing trends, managing outliers, and making fact-based decisions while offering our customers suggestions to promote improvement and innovation. This constant level of engagement promotes improved efficiencies, maintains up time, and allows for a more fluid and productive experience.

Long-Term Partnerships and Collaboration. GDC believes that ongoing collaboration with our customers is essential to maintaining a real-time understanding and remaining in lock step with our customers' business priorities. We further believe that ongoing face-to-face collaboration is essential and that our ability to regularly visit customer locations promotes a better understanding of their culture for our employees.

Partnerships and Certifications

Partnering with GDC means you are additionally partnering with our fully developed network of vendors that can offer relevant technology and resources at your fingertips.

Through our unique and long-standing industry relationships and affiliations, we offer you a comprehensive suite of services to ensure you have the flexibility to deploy and integrate cutting-edge technology across your organization. With in-house certified resources and direct access to manufacturer representatives, we deliver the best possible IT solution, service, or hardware to ensure your success. Regardless of the size of your organization, we leverage our partnerships for you.

Featured Technology Partners



Dell offers innovative end-to-end technology solutions with the combined power of Dell, Dell EMC, Pivotal, RSA, Secureworks, Virtustream and VMware.



HP is a trusted and experienced business partner. Use technology to evolve your environment and keep your business moving forward.



Lenovo leads the industry with an ecosystem of devices, services, applications and content for people to seamlessly connect to people and web content.



Microsoft partners are certified for their deep knowledge of our products and specialize in providing up-to-date Microsoft-based solutions.



Promethean offers a comprehensive suite of products and accessories for successful implementation and integration of technology into the classroom.



VMware streamlines the journey for organizations to become digital businesses that deliver better experiences and empower employees to do their best work.

Network of Partners and Affiliations

We partner with some of the best known and highest rated brands in the industry along with strategic local partners to deliver the best technology solutions for your business.



[View Our Current Network of Partners and Affiliations](#)

Brand Specific Certifications and Training

GDC highly encourages ongoing training and education. GDC Engineers are required to keep up with certifications and leading-edge technology. GDC also manages a complete certified testing center at our corporate office in Chambersburg, PA. GDC employees receive reimbursement for ongoing training and certification when applicable to the assigned job. Average experience levels across the organization exceed 5 years. A large portion of our technical support staff holds at least one of the following technical certifications:



Microsoft Certifications to Maintain Partnership Levels

GDC maintains a Gold Microsoft Partnership by having two or more unique individuals certified in the following areas:



Common Certifications Include:



The GDC Advantage: True End-to-End IT Service Capabilities

Combining our IT capabilities, industry partnerships and our network of technical talent provides access to innovative approaches, modern technology, expert technical resources, and managed support services. We help companies differentiate their services, transform IT, advance workplaces, and streamline product delivery.

	Application Development		Networking & Infrastructure
	Business Intelligence & Analytics		Project Management
	Cloud Services		Security Threat Management
	Data Backup & Business Continuity		Service Desk & Network Operations
	DB Design, Admin & Maintenance		System & Data Integration
	Hardware Sales & Deployment		Voice & Unified Communications
	IT Consulting		Website & Mobile App Development
	Managed IT Services		Workforce & Staffing Solutions

Customer Service. We strive to exceed client expectations. Our business revolves around our clients. We listen to what each client wants and then do everything we can to deliver it in a fair and timely fashion.

Innovation. We recognize that each of us can add actual value to our business. Our employees are our greatest asset.

Quality. We strive for excellence in everything we do. No matter how good, we work to make our services, processes, and performance better.

Integrity and Respect. Ethical conduct and social responsibility characterize our way of doing business. We respect everyone, communicating openly and honestly.

Our values and daily behavior should give you confidence that we are a company you can trust, whose products and services work as promised, and committed to keeping our clients at the center of everything we do.

Proposed Team Composition

GDC Team Members will play key roles as needed during the start-up phase and at various times throughout the project. These roles, while not dedicated efforts, are critical to the success of the scope of services provided. GDC will assign a project manager to coordinate all activities related to implementation.

Scott Gavin, Business Development Manager, has worked with municipalities and their technology initiatives for over 13 years. He has been in charge of business development efforts for our Midwest Region for over 5 years. With his extensive background in Managed IT Services, Infrastructure Projects, and Hardware Sales, Scott possesses an understanding of the customer's challenges, and applying a strategy to help improve end-user experience. Scott has a Bachelor Degree from the University of Wisconsin-Madison.

Chris Petri, L4 Server Network Administrator, is a seasoned professional experienced in troubleshooting and administrating server hardware, software, configurations, and network issues. He has a strong background in providing users with technical support for computer issues and maintaining systems, applications and virus protection software. He regularly meets with owners, managers, supervisors, and others, to resolve critical IT issues throughout the client's IT landscape.

Prior to GDC, Chris held a position as an Engineer Consultant providing services and consulting in commercial and government sectors regionally in Wisconsin. In addition, he served in the United States Marine Corps for 4 years as a Data Systems Technician. He has held a vast number of certifications from Microsoft, Cisco Meraki, HP, Symantec, CompTIA Network+, CompTIA Security+, and others throughout his career.

Pricing Models and Options Based on Scope of Services

Pricing Models and Options

Base Costs:

Fees for service initiation: There are no startup fees.

Ongoing monthly fees and what is included and excluded: The ongoing monthly installment for Managed IT Services will be \$4,350.00/month, \$52,200 annually. This service includes daily maintenance and troubleshooting of network, computers and servers. Project work will be out of scope.

Optional Costs:

Extra work, outside of the scope of work in this proposal, hourly rate: \$125.00/hour.

Escalation fees: There are no escalation fees.

Response and emergency fees: GDC's after-hours rate is \$175.00/hour.

Village-Wide Managed Services: Exact Details TBD after a review of environment, but generally our annual managed services costs equate to roughly \$1,000/workstation managed and monitored. For example, if we add 40 users for a village-wide Managed Services Agreement – the additional costs would be roughly \$40,000/year.

Terms of Contract – 1 year initial Agreement.

Customer References

Armament Systems and Procedures

Bryce Fuchs, IT Director

2511 E Capital Drive

Appleton, WI 54911

920.735.6242

55 Employees

Contract Amount – 200 hours/year

January 2016 – Present

Service Description: GDC Provides Strategic Planning, Day-to-day Managed IT Services and Project Work.



Keller, Inc.

Luke Beschta – IT Manager

N216 WI-55

Kaukauna, WI 54130. Other locations,
Milwaukee, Wausau, Madison.

920.766.5795

250 Employees

25 hours/year

2017–Present

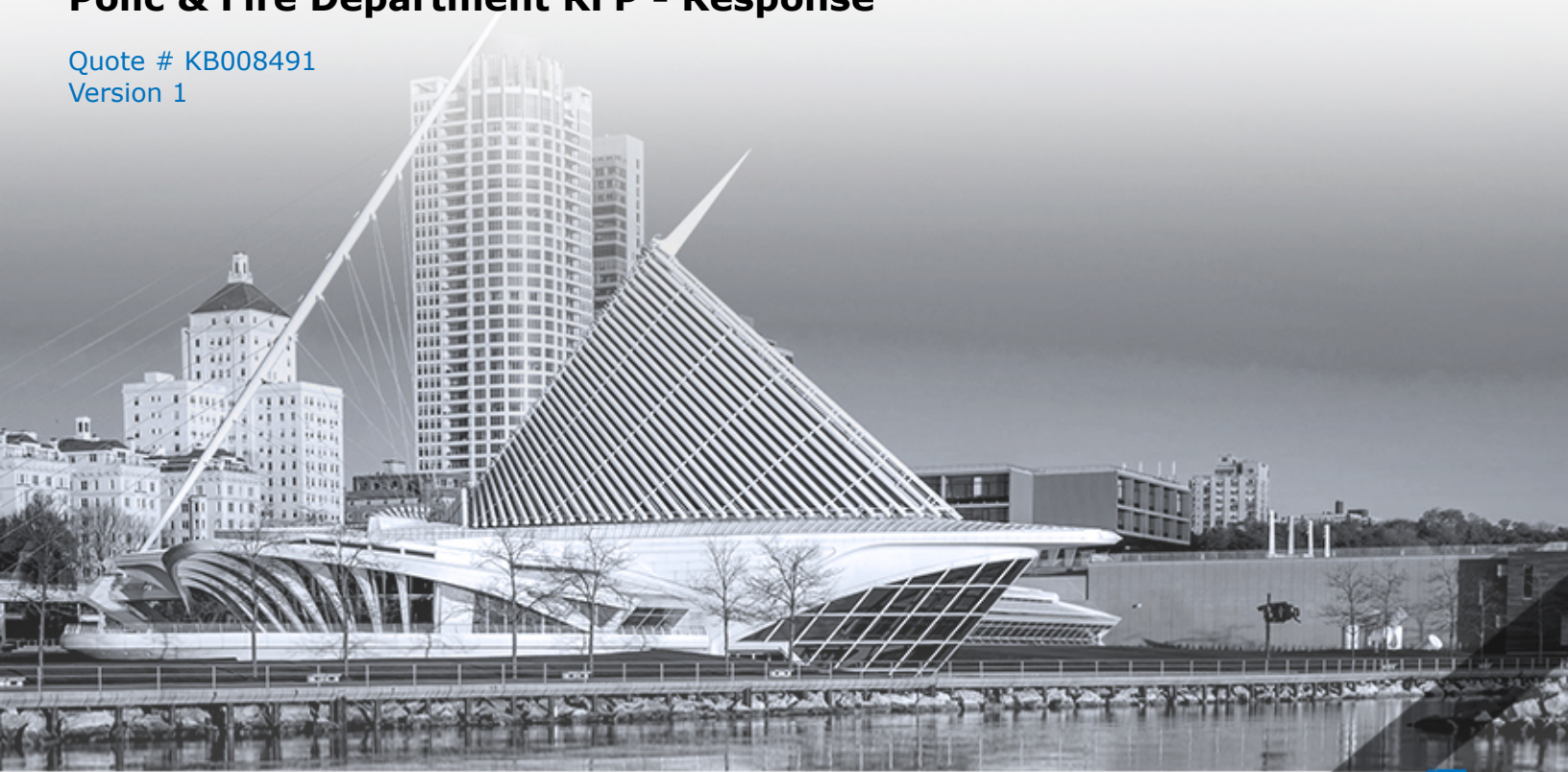
Service Description: GDC provides Strategic Planning and documentation, Project Work.





Polic & Fire Department RFP - Response

Quote # KB008491
Version 1



Prepared for:

Village of Germantown

Mike Snow
msnow@germantownpolice.org

Prepared by:
Ontech Systems Inc.

Keegan Bolstad
keegan@ontech.com

Executive Summary

Ontech Systems Inc. is pleased to present Village of Germantown with options for IT Support needs. The attached summary is broken into a few categories; Ontech Company Background & Team Roles, Proposal Summary, & Supporting Documentation.

Ontech Company Background

Mission Statement: A trusted advisor since 2004, Ontech Systems delivers quality IT solutions. Fostering longstanding relationships with a focus on customer service, we take pride in exceeding expectations.

Company Background: Ontech was founded in 2004, our owner Mike Piotrowski started Ontech after being in consulting with large companies for several years. Ontech was founded on the standard of focusing of small to mid size businesses in Southeast Wisconsin. Ontech specializes in working with customers 5-250 users. Due to the wide variety of clients we work with, our offerings are flexible to meet each individual needs. In 2015 Ontech purchased and moved to its own building in Menomonee Falls WI. Our sales/admin consists of 8 ranging from account managers, inside sales, etc. and our local technical team of 15 engineers.

Company Structure & Team Roles:

- Account Manager: Responsible for sales and admin functions, 5 year budgeting outlook & reviews. Available to assist with 3rd party needs like software development, data and phone connections, etc. Also a primary resource for any needs at Ontech
- Inside Sales: Responsible for quoting and sourcing needs for renewals, hardware, etc. Works closely with Account Manager for sales and admin needs
- Primary Tech: Responsible for technical assistance. Village of Germantown has direct access tot his resource, cell phone, email, etc. Goal is Village of Germantown works with this resource for technical needs 75% of the time.
- Backup Tech: Responsible for technical assistance. Village of Germantown has direct access tot his resource, cell phone, email, etc. Goal is Village of Germantown works with this resource for technical needs 25% of the time.
- Inside Tech/Dispatcher: Responsible for taking incoming request from customers, staffed M-F 8am-5pm at the office. Can be used as a level 1 resource.
- Project Managers: Responsible for oversight of projects and delivery of those projects.
- Service Manager: Responsible for oversight of technical delivery.

Skills: Ontech requires every team member (both sales and technical) to achieve one minor certification per quarter (a project management course, smaller manufacturer cert, etc.) and one Major certification annually (Microsoft MCSE, VM Ware VCP, Cisco CCNA, etc.). Ontech's focus on continuous education keeps us up to date with the latest industry solutions.

Terms/Contracts

Ontech does not have a heavy focus on long term contracts. Annual and longer commitments are offered at discounted rates if clients choose that route, otherwise we are fine to support clients in a month to month setup. Ontech does have whats known as a consulting services agreement. This agreement covers things like rates/terms but also things like our NDA, BAA, Insurance coverage (both general and professional liability), etc. The CSA lays the foundation for our working relationship but how we work together can be flexible based on the changing needs of Village of Germantown.

Billing

Managed service tools are billed monthly. Hourly time can be billed in time blocks, as used, or on a set monthly schedule. Hourly time for onsite work has no hourly minimums, hourly labor is billed in 15 minute increments. Ontech is flexible with how we work/bill our customers based on their needs.

Proposal Summary

Based on the RFP document, below is a summary of our response structure;

- Executive Summary
- Approach & Types of Services
- Cost of Support Option 1 - Hybrid
- Cost of Support Option 2 - Managed Help Desk
- Cost of Support Option 3 - Hourly Only
- Description of Managed Services Offering
- Optional Costs for Village Wide Options

Product Documentation Related to the Proposal

- Managed Service Report Example: Monthly summary report from the managed service tools that is sent to customers every month, this example is Ontech's network from January 2021
- 5 Year IT Budgeting Document: Account manager's use this spreadsheet a lot in budgeting and allocation conversations with customers. this is a working document the account manager updates with customer feedback to forecast recurring and capital expenses
- IT Review Meeting Generic Agenda: Generic review agenda, some customers we review and meet with quarterly others annually, all depending on client need
- Data Backup Sheet: Documentation sample we use with clients to simplify data backup/disaster recovery. Can be provided to insurance providers as proof of back.
- Ontech Consulting Services Agreement: Our generic consulting agreement for review, if you choose to move forward with Ontech, an electronic signature version will be sent.

References

Ontech Municipal References

- City of Hartford PD
 - LT. Richard Thickers: (262) 673-2600
 - Support Type: Project/Traditional Hourly
- Village of Brown Deer
 - Lt Dan Krohn: (414) 371-2906
 - Support Type: Hybrid
- Village of Hartland
 - Ryan Bailey: (262) 367-2714
 - Support Type: Traditional Hourly
- City of Cedarburg
 - Christy Mertes: (262) 375-7600
 - Support Type: Hybrid
- City of Columbus
 - Pamela Fredrick: (920) 623-5900
 - Support Type: Hybrid
- City of Sheboygan Falls
 - Sara Coenen: (920) 467-7900
 - Support Type: Hybrid
- Cities & Villages Mutual Insurance
 - Pallin Allen: (262) 784-5666
 - Support Type: Hybrid & Gov't security assessment program. Know you're not a CVMIC Member (Assuming Germantown is with League or WI) but they can talk a lot about what we do for local government and the programs we have setup with their members.

Approach & Types of Services

Ontech has 3 primary service approaches for clients based on their needs. We do have clients mix and match approaches slightly to provide them and their users the best overall support possible.

1. Hybrid: We use a combination of managed service tools to take care of day to day operational items and blend that with hours working with your team and staff for support items. This tends to provide the best of both worlds in terms of providing management of devices but also the personnel relationship between our organizations. In this model though, we cannot guarantee SLA responses after hours, it is done on a best effort basis. References provided can speak on this though.
2. Managed Help Desk: SLA backed 24x7 live answer help desk, average response time through the desk is 1-3 minutes for initial support/troubleshooting. This a fully managed approach where 95% of support is all handled remotely unless something (like internet outage) requires physical boots on the ground to resolve. We do blend in some hours to the monthly package, but they are billed only if used/needed.
3. Hourly Only: Instead of using any form of managed services, we can go the traditional approach of "time and materials". In these support configurations Ontech does recommend the use of certain Microsoft tools for automation, like WSUS for patch management or WDS for imaging/PC deployment. Similar to the Hybrid

We have clients in all these different models, but our most popular is that Hybrid setup, probably 70% of clients fall into that approach.

Key Services Responses

- Ontech is able to support and manage all hardware and software within PD office and vehicles
- Ontech is able to support and manage all hardware and software within FD offices and vehicles
- Ontech is familiar with and able to assist with open records requests and media
- Ontech is able to assist and manage the wireless and in conjunction with that the peripheral devices like body cams, squad cams, etc.
- Ontech is able to install and test workstations and software
- Ontech is able to troubleshoot PC problems for end users
 - CJIS Compliance: Ontech is able to obtain levels for unattended access in PD facility for ease of support
- Ontech is able to assist/review of new and emerging technologies. In most engagements we serve as the technical contact for technology, software, internet/phone, etc. vendors
- Ontech provides monthly reports as part of their managed services (sample is included in RFP response). Ontech can also attend/prep items needed for committee meetings as well as city council meetings if necessary
- As part of proposal, Ontech would serve PD help desk to assist with computer problems
- Support Options #1 & #2 monitor all devices in the network, from firewalls & switches to servers & storage to Workstations & Tablets.
- Ontech would work with the necessary personnel for annual budgeting planning. 5 Year budgeting planning sheet has been provided as part of RFP Response
- Ontech can provide support for ProPheonix software

Support Option 1: Hybrid

Description	Recurring	Qty	Ext. Recurring
• Month to Month: Pricing Shown • 1 Year Commitment: 5% Discount on Managed Service Bundle • 2 Year Commitment: 10% Discount on Managed Service Bundle			
Ontech Advanced Managed Services Bundle	\$2,879.00	1	\$2,879.00



Support Option 1: Hybrid

Description	Recurring	Qty	Ext. Recurring
MyGlue Network Documentation Portal		1	
LionGard		1	
Network Care		3	
Virtual Host Care		2	
Elite Server Care		11	
Desktop Care		56	
Webroot SAT		56	
Webroot DNS		56	
Fortify for Endpoint - Ransomware Defense & Remedy Tool		69	
Office 365 RiskWatch		1	
Onsite Maintenance: Every other Week 4 Hours	\$140.00	8	\$1,120.00
• 4 Hour Every other Week ○ Maintenance Visits are not contractual ○ Ontech only bills for time spent and bills in 15 minute increments ○ Ontech can split visits between onsite and remote based on needs			
<i>Note: this is a time estimate that will be invoiced separately during our semi-monthly billing for actual time of service</i>			

If choosing a contract option, I understand the services I am approving on this proposal is a contract between our business entity and Ontech Systems, Inc. for Managed Services only. These services differ from hourly time and materials charges. The terms available for Managed Services are month to month, 1 year, or 2 year.

If choosing a commitment option, your business will be *committed to the minimum monthly spend amount quoted, this will be your minimum commitment*. If additions are needed, they can be added to active contract. All Managed Services products purchased through Ontech must be on the same term length. Cancellation prior to the termination date will result in full payment of contracted Managed Services through the last day of contract.

Contract starts when agents are installed and "live and active", not accepted proposal date, and these dates will be reflected on your invoice. **Agreement terms will auto renew unless a 60-day notice is provided by end client.** The monthly fees do not include set up or cancellation service fees to install or uninstall the Managed Services agents(s).

Monthly Subtotal: \$3,999.00



Support Option 2: Managed Help Desk

* Optional

Description	Recurring	Qty	Ext. Recurring
• Month to Month: Pricing Shown • 1 Year Commitment: 5% Discount on Managed Service Bundle • 2 Year Commitment: 10% Discount on Managed Service Bundle			
Ontech Advanced Managed Services Bundle	\$4,839.00	1	\$4,839.00
MyGlue Network Documentation Portal		1	
LionGard		1	
Network Care		3	
Virtual Host Care		2	
Elite Server Care		11	
Help Desk 24x7		56	
Webroot SAT		56	
Webroot DNS		56	
Fortify for Endpoint - Ransomware Defense & Remedy Tool		69	
Office 365 RiskWatch		1	
Onsite Hours - only billed as needed, added 2 hours per month as estimated	\$140.00	2	\$280.00
<i>Note: this is a time estimate that will be invoiced separately during our semi-monthly billing for actual time of service</i>			

If choosing a contract option, I understand the services I am approving on this proposal is a contract between our business entity and Ontech Systems, Inc. for Managed Services only. These services differ from hourly time and materials charges. The terms available for Managed Services are month to month, 1 year, or 2 year.

If choosing a commitment option, your business will be *committed to the minimum monthly spend amount quoted, this will be your minimum commitment*. If additions are needed, they can be added to active contract. All Managed Services products purchased through Ontech must be on the same term length. Cancellation prior to the termination date will result in full payment of contracted Managed Services through the last day of contract.

Contract starts when agents are installed and "live and active", not accepted proposal date, and these dates will be reflected on your invoice. **Agreement terms will auto renew unless a 60-day notice is provided by end client.** The monthly fees do not include set up or cancellation service fees to install or uninstall the Managed Services agents(s).

* Optional Monthly Subtotal: \$5,119.00

Support Option 3: Hourly

* Optional

Description	Recurring	Qty	Ext. Recurring
Onsite Maintenance: Twice a Week 4 Hour Visits - Days can be adjusted, typically set schedule like a T Th or a M Th. - Maintenance Visits are not contractual - Ontech only bills for time spent and bills in 15 minute increments - Ontech can split visits between onsite and remote based on needs <i>Note: this is a time estimate that will be invoiced separately during our semi-monthly billing for actual time of service</i>	\$150.00	32	\$4,800.00
* Optional Monthly Subtotal:			\$4,800.00

Description of Managed Services

Features Included in MyGlue:

- Encrypted Documentation Portal for storing all network information. MyGlue is available through a web browser as well as mobile app.
 - Centrally store all passwords
 - Control who has access to each password
 - Automatically create strong passwords
 - Store important "how to" and procedural information
 - Standard Operating Procedures
 - PC Setup Checklists
 - New Hire/Termination Documents
 - Contracts & Service Providers
 - Contacts and Locations
 - Dynamically link network devices to people and locations

Features Included in Liongard:

- Change Management Automation
- Alerts & Metric Value Tracking
- Ticketing System Integration for Change Tracking

Features Included in Network Care:

- Automated Inventory of Network Devices and Classification: Have a profile for every device on a network at your fingertips
- Network Diagram & Connectivity Methods: Instantly know how everything on your network is connected
- IP Address Management: Get an automatic list of all the IP addresses currently in use and which device is using it
- Alerts & Notifications: Stay on top of important network events with both preconfigured and customizable alerting
- Service Monitoring: Inventory and monitor the services running on nearly any device on the network
- Context Aware Data: Get relevant and actionable information tailored to each device type
- Rich Statistics: Understand and improve the stability of a network with usage and health stats

- Live & Historic Data: View network performance as it happens with a 60-second polling, or dive into detailed logs
- Netflow Data & Analytics: Gain real-time visibility into network traffic with analytics and reporting

Features Included in Virtual Host Care:

- Real time server hardware health monitoring
- Health Checks for configurations, including vCPU, memory, and network setup
- Review error logs using vSphere and vCenter
- Reconfigure VM's & host data stores
- Lights out management: when a server is down, steps to reboot it automatically will be taken

Features Included with Ontech Elite Server Care:

- 24x7 Monitoring & Alerting on Servers
- Webroot Anti-Virus License
- LogMeIn Enterprise - for both Client and Ontech use
- Windows Patches and Updates
- Driver & Firmware Updates for Servers
- Server Cluster Health Checks and Remediation
- Assign issue based Troubleshooting including;
 - Exchange
 - VM Ware
 - Hyper-V
 - Remote Desktop Services
 - Server Performance Issues
 - Group Policy Failures
 - Windows Server and Service Errors

Ontech and our NOC Target Service Levels

- Server Down Tickets: 15-30 minutes to begin work
- Critical Impact Alert Tickets: 1-2 Hours to begin work
 - Update Critical Impact Tickets: every 3-4 Hours

Features Included in Desktop Care:

- 24x7 monitoring and alerting of hardware components
- Backup Alerts to our NOC and internal team
- Webroot Antivirus
- Windows Security patches
- MFA/2FA enabled Remote Access Tool
- 3rd party patches like Adobe, Java, etc.
- Auto attempts to remove malware
- Weekly Temp File and Cookie Clean up

Features Included in Help Desk 24x7 Agent

- All functions in above Desktop Care Agent
- Unlimited Help Desk Support via calls, chat, or email

Features Included in Webroot Security Awareness Training:

- Fully featured phishing simulator
- Engaging and interactive training courses
- Trackable, customizable training campaigns
- Campaign and contact management
- Reporting Center

Features included in Webroot DNS Protection:

- Webroot DNS Features
 - Secure and reliable internet connectivity
 - No on-site hardware install
 - IPv4, IPv6, HTTP, and HTTPS filtering
 - 80 distinct web categories
 - Roaming and mobile user protection
 - Wifi and guest network protection
 - Policy control by user, group, or IP Address
 - On-Demand reporting
 - Maintain regulatory compliance by restricting browsing
- Advanced Web Browsing Protection Benefits
 - Admins are able to maintain full network visibility with complete insight into the connection requests being made and by whom allows better informed access policies
 - Admins are able to reduce infections due to the ability to prevent users browsing to malicious and suspicious internet locations, resulting in less cost of remediation
 - Admins are able to implement and enforce granular access policies to take control of productivity, HR & compliance requirements, and more with customizable policy controls by individual, groups, or IP Address

Features Included in Fortify For Endpoint Protection:

- Complete SOC Services: Implement advanced operations without the need for in-house security expertise. The complete Continuum Fortify SOC analyzes quarantined applications and files, reducing false positives and ensuring comprehensive protection. We take care of the labor challenges while you focus on growing your business.
- Threat Detection: Rapidly recognizes many thousands of virus and malware attack variants including cryptomining attacks as well as the root causes of these malicious behaviors by quickly identifying and diagnosing corrupt source processes and system settings.
- Response & Remediation: When malicious behavior is detected, Continuum Fortify For Endpoint Security will quickly rollback files to previous safe versions through tracking changes in the devices and restoring it to an acceptable risk state.
- Next Generation Endpoint Security: Fortify For Endpoint Security utilizes the patented SentinelOne platform, for its unique malware detection and remediation technology. This solution incorporates the industry's most innovative prevention, providing visibility into the root causes and origins of the threat, reversing the malicious operations and remediating them at an agile speed, when needed.

Features Included in O365 Risk Watch:

- Leaked Credentials – indicates that the users valid credentials have been leaked, when cyber criminals compromise valid passwords of legitimate users, they often share those credentials. This sharing is typically done by posting publicly on the dark web, paste sites, or by trading and selling the credentials on the black market.
- Azure AD Threat Intelligence – indicates user activity that is unusual for the given user or is consistent with known attack patterns
- Sign In From Anonymous IP Address – indicates sign ins from an anonymous IP address, these IP Addresses are typically used by actors who want to hide their login telemetry for potentially malicious intent
- Atypical Travel – identifies two sign ins originating from geographically distant locations, where at least one of the locations may also be atypical for the user given past behaviors, this takes into account the time between the two sign

ins and the time it would have taken for the user to travel from the first to second location, indicating the different user using the same credentials

- Malware Linked IP Address – indicates sign ins from IP addresses infected with malware that is known to actively communicate with a bot server, this is determined by correlating IP addresses of the users device against IP addresses that were in contact with a bot server while the bot server was active
- Unfamiliar Sign In Properties – considers past sign in history to look for anomalous sign ins. The system stores information about previous locations used by a user and considers there familiar locations. The risk detection is triggered when the sign in occurs from a location that's not already in the list of familiar locations
- Admin Unconfirmed User Compromised – indicates an admin has selected confirm user compromised in the risky users UI or using risky Users API
- Malicious IP Address – indicates sign in from a malicious IP Address, an IP address is considered malicious based on high failure rates because of invalid credentials received from the IP address or other IP reputation sources
- Suspicious Inbox Manipulation Rules – this detection is discovered by Microsoft cloud app security, this detention profiles your environment and triggers alerts when suspicious rules that delete or move messages or folders are set on users inbox. This may indicate that the users account is compromised that messages are being intentionally hidden, and that the mailbox is being used to distribute spam malware in the organization.

Optional Costs - Village Hall, DPW, Etc.

Ontech would gladly review and create a package for each department or village as a whole, but without device/User counts it is not possible to provide costs/pricing.



N85W16186 Appleton Ave
Suite A
Menomonee Falls, Wisconsin 53051
www.ontech.com
(262) 522-8560

Polic & Fire Department RFP - Response

Quote Information:

Quote #: KB008491

Version:

Delivery Date:

Expiration Date:

Prepared for:

Village of Germantown

N112 W17001 Mequon Road

Germantown, WI 53022

Mike Snow

(262) 250-4745

msnow@germantownpolice.org

Prepared by:

Ontech Systems Inc.

Keegan Bolstad

(262) 522-8560

keegan@ontech.com

Monthly Expenses Summary

Description	Amount
Support Option 1: Hybrid	\$3,999.00
Monthly Total:	\$3,999.00

*Optional Expenses

Description	Recurring
Support Option 2: Managed Help Desk	\$5,119.00
Support Option 3: Hourly	\$4,800.00
Optional Subtotal:	\$9,919.00

For full quote view with product descriptions, warranty information and disclaimers, please review PDF.

Quote is valid for 45 days. Prices are subject to change due to price increases. You will be notified if this would affect your quoted items.

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Note: Please do not pay from quote, invoice to follow.

Ontech Systems Inc.

Village of Germantown

Signature:

Signature:

Name: Keegan Bolstad

Name: Mike Snow

Title: Sales Manager

Date:

Date: 04/23/2021

School District of Mishicot

Eric Nelson, Technology Coordinator

660 Washington Street

Mishicot, WI 54228

920.755.4633

120 Employees

400 hours/year

Service Description: GDC Provides Managed IT Services, Strategic Planning, Dedicated Onsite Desktop Support and Project Work.

**Borough of Shippensburg**

Kevin Plasterer, Borough Manager

11 N Fayette Street

Shippensburg, PA 17257

717.597.3818

40 Employees

120 hours/year

Service Description: GDC provides Managed IT Services, Hosted Email Filtering, Website Hosting and Project Work.

**East Pennsboro Township**

Ed Meyers, Assistant WWTP Superintendent

98 South Enola Drive

Enola, PA 17025

717.732.0711

30 Employees

75 hours/year

Service Description: GDC Provides Managed IT Services and Project Work.



BUSINESS OF THE PUBLIC SAFETY COMMITTEE
GERMANTOWN, WI

MEETING DATE: 05/03/2021

AGENDA ITEM: New Business

ITEM TITLE: Use of Force report

SUBMITTED BY: Chief Mike Snow

SUMMARY EXPLANATION:

Use of Force report for first quarter of 2021.

ATTACHMENT: ORDINANCE_____ RESOLUTION_____ OTHER_____

RECOMMENDATION:

BOARD ACTION:

Use of Force

300.1 PURPOSE AND SCOPE

This policy provides guidelines on the reasonable use of force. While there is no way to specify the exact amount or type of reasonable force to be applied in any situation, every member of this department is expected to use these guidelines to make such decisions in a professional, impartial, and reasonable manner.

In addition to those methods, techniques, and tools set forth below, the guidelines for the reasonable application of force contained in this policy shall apply to all policies addressing the potential use of force, including but not limited to the Control Devices and Techniques and Conducted Energy Device policies.

The Wisconsin Law Enforcement DAAT Manual shall be the guideline for all use of force incidents.

300.1.1 DEFINITIONS

Definitions related to this policy include:

Deadly force - The intentional use of a firearm or other instrument that create a high probability of death or great bodily harm.

Feasible - Reasonably capable of being done or carried out under the circumstances to successfully achieve the arrest or lawful objective without increasing risk to the officer or another person.

Force - The application of physical techniques or tactics, chemical agents, or weapons to another person. It is not a use of force when a person allows him/herself to be searched, escorted, handcuffed, or restrained.

Imminent - Ready to take place; impending. Note that imminent does not mean immediate or instantaneous.

Totality of the circumstances - All facts and circumstances known to the officer at the time, taken as a whole, including the conduct of the officer and the subject leading up to the use of force.

300.2 POLICY

The use of force by law enforcement personnel is a matter of critical concern, both to the public and to the law enforcement community. Officers are involved on a daily basis in numerous and varied interactions and, when warranted, may use reasonable force in carrying out their duties.

Officers must have an understanding of, and true appreciation for, their authority and limitations. This is especially true with respect to overcoming resistance while engaged in the performance of law enforcement duties.

The Germantown Police Department recognizes and respects the value of all human life and dignity without prejudice to anyone. Vesting officers with the authority to use reasonable force

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and to protect the public welfare requires monitoring, evaluation, and a careful balancing of all interests.

300.2.1 DUTY TO INTERCEDE AND REPORT

Any officer present and observing another law enforcement officer or a member using force that is clearly beyond that which is objectively reasonable under the circumstances shall, when in a position to do so, intercede to prevent the use of unreasonable force.

Any officer who observes another law enforcement officer or a member use force that is potentially beyond that which is objectively reasonable under the circumstances should report these observations to a supervisor as soon as feasible.

300.2.2 PERSPECTIVE

When observing or reporting force used by a law enforcement officer, each officer should take into account the totality of the circumstances and the possibility that other law enforcement officers may have additional information regarding the threat posed by the subject.

300.3 USE OF FORCE

Officers shall use only that amount of force that reasonably appears necessary given the facts and circumstances perceived by the officer at the time of the event to accomplish a legitimate law enforcement purpose.

The reasonableness of force will be judged from the perspective of a reasonable officer on the scene at the time of the incident. Any evaluation of reasonableness must allow for the fact that officers are often forced to make split-second decisions about the amount of force that reasonably appears necessary in a particular situation, with limited information and in circumstances that are tense, uncertain and rapidly evolving.

Given that no policy can realistically predict every possible situation an officer might encounter, officers are entrusted to use well-reasoned discretion in determining the appropriate use of force in each incident.

It is also recognized that circumstances may arise in which officers reasonably believe that it would be impractical or ineffective to use any of the tools, weapons or methods provided by this department. Officers may find it more effective or reasonable to improvise their response to rapidly unfolding conditions that they are confronting. In such circumstances, the use of any improvised device or method must nonetheless be reasonable and utilized only to the degree that reasonably appears necessary to accomplish a legitimate law enforcement purpose.

While the ultimate objective of every law enforcement encounter is to avoid or minimize injury, nothing in this policy requires an officer to retreat or be exposed to possible physical injury before applying reasonable force.

300.3.1 USE OF FORCE TO EFFECT AN ARREST

A law enforcement officer may use reasonable force to arrest a person or execute a warrant. Additionally, a law enforcement officer making a lawful arrest may command the aid of any person,

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and such person shall have the same power as that of the law enforcement officer (Wis. Stat. § 968.07; Wis. Stat. 968.14).

300.3.2 FACTORS USED TO DETERMINE THE REASONABLENESS OF FORCE

When determining whether to apply force and evaluating whether an officer has used reasonable force, a number of factors should be taken into consideration, as time and circumstances permit. These factors include but are not limited to:

- (a) Immediacy and severity of the threat to officers or others.
- (b) The conduct of the individual being confronted, as reasonably perceived by the officer at the time.
- (c) Officer/subject factors (e.g., age, size, relative strength, skill level, injuries sustained, level of exhaustion or fatigue, the number of officers available vs. subjects).
- (d) The effects of suspected drug or alcohol use.
- (e) The individual's mental state or capacity.
- (f) The individual's ability to understand and comply with officer commands.
- (g) Proximity of weapons or dangerous improvised devices.
- (h) The degree to which the individual has been effectively restrained and his/her ability to resist despite being restrained.
- (i) The availability of other reasonable and feasible options and their possible effectiveness.
- (j) Seriousness of the suspected offense or reason for contact with the individual.
- (k) Training and experience of the officer.
- (l) Potential for injury to officers, suspects, and others.
- (m) Whether the individual appears to be resisting, attempting to evade arrest by flight, or is attacking the officer.
- (n) The risk and reasonably foreseeable consequences of escape.
- (o) The apparent need for immediate control of the individual or a prompt resolution of the situation.
- (p) Whether the conduct of the individual being confronted no longer reasonably appears to pose an imminent threat to the officer or others.
- (q) Prior contacts with the individual or awareness of any propensity for violence.
- (r) Any other exigent circumstances.

300.3.3 PAIN COMPLIANCE TECHNIQUES

Pain compliance techniques may be effective in controlling a physically or actively resisting individual. Officers may only apply those pain compliance techniques for which they have successfully completed department-approved training. Officers utilizing any pain compliance technique should consider:

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- (a) The degree to which the application of the technique may be controlled given the level of resistance.
- (b) Whether the individual can comply with the direction or orders of the officer.
- (c) Whether the individual has been given sufficient opportunity to comply.

The application of any pain compliance technique shall be discontinued once the officer determines that compliance has been achieved.

300.3.4 USE OF FORCE TO SEIZE EVIDENCE

In general, officers may use reasonable force to lawfully seize evidence and to prevent the destruction of evidence. However, officers are discouraged from using force solely to prevent a person from swallowing evidence or contraband. In the instance when force is used, officers should not intentionally use any technique that restricts blood flow to the head, restricts respiration or which creates a reasonable likelihood that blood flow to the head or respiration would be restricted. Officers are encouraged to use techniques and methods taught by the Germantown Police Department for this specific purpose.

300.3.5 ALTERNATIVE TACTICS - DE-ESCALATION

When circumstances reasonably permit, officers should use non-violent strategies and techniques to decrease the intensity of a situation, improve decision-making, improve communication, reduce the need for force, and increase voluntary compliance (e.g., summoning additional resources, formulating a plan, attempting verbal persuasion).

300.3.6 RESPIRATORY RESTRAINTS

The use of a respiratory restraint, also known as a chokehold, is limited to circumstances where deadly force is authorized.

300.4 DEADLY FORCE APPLICATIONS

When feasible, the officer shall, prior to the use of deadly force, make efforts to identify him/herself as a peace officer and to warn that deadly force may be used, unless the officer has objectively reasonable grounds to believe the person is aware of those facts.

Use of deadly force is justified in the following circumstances involving imminent threat or imminent risk:

- (a) An officer may use deadly force to protect him/herself when a subject's behavior has caused or imminently threatens to cause death or great bodily harm to you or another person or persons.
- (b) An officer may use deadly force to stop a fleeing subject when the officer has probable cause to believe that the individual has committed, or intends to commit, a felony involving the infliction or threatened infliction of serious bodily injury or death, and the officer reasonably believes that there is an imminent risk of serious bodily injury or death to any other person if the individual is not immediately apprehended. Under such circumstances, a verbal warning should precede the use of deadly force, where feasible.

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Imminent does not mean immediate or instantaneous. An imminent danger may exist even if the suspect is not at that very moment pointing a weapon at someone. For example, an imminent danger may exist if an officer reasonably believes that the individual has a weapon or is attempting to access one and intends to use it against the officer or another person. An imminent danger may also exist if the individual is capable of causing serious bodily injury or death without a weapon, and the officer believes the individual intends to do so.

300.4.1 MOVING VEHICLES

Shots fired at or from a moving vehicle involve additional considerations and risks, and are rarely effective.

When feasible, officers should take reasonable steps to move out of the path of an approaching vehicle instead of discharging their firearm at the vehicle or any of its occupants.

An officer should only discharge a firearm at a moving vehicle or its occupants when the officer reasonably believes there are no other reasonable means available to avert the imminent threat of the vehicle, or if deadly force other than the vehicle is directed at the officer or others.

Officers should not shoot at any part of a vehicle in an attempt to disable the vehicle.

300.5 REPORTING THE USE OF FORCE

Any use of force by a member of this department shall be documented promptly, completely, and accurately in an appropriate report, depending on the nature of the incident. The officer should articulate the factors perceived and why he/she believed the use of force was reasonable under the circumstances.

To collect data for purposes of training, resource allocation, analysis, and related purposes, the Department may require the completion of additional report forms, as specified in department policy, procedure, or law. See the Report Preparation Policy for additional circumstances that may require documentation.

300.5.1 NOTIFICATIONS TO SUPERVISORS

Supervisory notification shall be made as soon as practicable following the application of force in any of the following circumstances:

- (a) The application caused a visible injury.
- (b) The application would lead a reasonable officer to conclude that the individual may have experienced more than momentary discomfort.
- (c) The individual subjected to the force complained of injury or continuing pain.
- (d) The individual indicates intent to pursue litigation.
- (e) Any application of the CEW or control device.
- (f) Any application of a restraint device other than handcuffs, shackles, or belly chains.
- (g) The individual subjected to the force was rendered unconscious.
- (h) An individual was struck or kicked.

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- (i) An individual alleges unreasonable force was used or that any of the above has occurred.

300.6 MEDICAL CONSIDERATIONS

Once it is reasonably safe to do so, medical assistance shall be obtained for any person who exhibits signs of physical distress, has sustained visible injury, expresses a complaint of injury or continuing pain, or was rendered unconscious. Any individual exhibiting signs of physical distress after an encounter should be continuously monitored until he/she can be medically assessed. Individuals should not be placed on their stomachs for an extended period, as this could impair their ability to breathe.

Based upon the officer's initial assessment of the nature and extent of the individual's injuries, medical assistance may consist of examination by an emergency medical services provider or medical personnel at a hospital or jail. If any such individual refuses medical attention, such a refusal shall be fully documented in related reports and, whenever practicable, should be witnessed by another officer and/or medical personnel. If a recording is made of the contact or an interview with the individual, any refusal should be included in the recording, if possible.

The on-scene supervisor or, if the on-scene supervisor is not available, the primary handling officer shall ensure that any person providing medical care or receiving custody of a person following any use of force is informed that the person was subjected to force. This notification shall include a description of the force used and any other circumstances the officer reasonably believes would be potential safety or medical risks to the subject (e.g., prolonged struggle, extreme agitation, impaired respiration).

Individuals who exhibit extreme agitation, violent irrational behavior accompanied by profuse sweating, extraordinary strength beyond their physical characteristics, and imperviousness to pain (sometimes called "excited delirium"), or who require a protracted physical encounter with multiple officers to be brought under control, may be at an increased risk of sudden death. Calls involving these persons should be considered medical emergencies. Officers who reasonably suspect a medical emergency should request medical assistance as soon as practicable and have medical personnel stage away.

See the Medical Aid and Response Policy for additional guidelines.

300.7 SUPERVISOR RESPONSIBILITIES

When a supervisor is able to respond to an incident in which there has been a reported application of force, the supervisor is expected to:

- (a) Obtain the basic facts from the involved officers. Absent an allegation of misconduct or excessive force, this will be considered a routine contact in the normal course of duties.
- (b) Ensure that any injured parties are examined and treated.

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- (c) When possible, separately obtain a recorded interview with the subject upon whom force was applied. If this interview is conducted without the person having voluntarily waived his/her *Miranda* rights, the following shall apply:
 - 1. The content of the interview should not be summarized or included in any related criminal charges.
 - 2. The fact that a recorded interview was conducted should be documented in a property or other report.
 - 3. The recording of the interview should be distinctly marked for retention until all potential for civil litigation has expired.
- (d) Once any initial medical assessment has been completed or first aid has been rendered, ensure that photographs have been taken of any areas involving visible injury or complaint of pain, as well as overall photographs of uninjured areas. These photographs should be retained until all potential for civil litigation has expired.
- (e) Identify any witnesses not already included in related reports.
- (f) Review and approve all related reports.
- (g) Determine if there is any indication that the subject may pursue civil litigation.
 - 1. If there is an indication of potential civil litigation, the supervisor should complete and route a notification of a potential claim through the appropriate channels.
- (h) Evaluate the circumstances surrounding the incident and initiate an administrative investigation if there is a question of policy non-compliance or if for any reason further investigation may be appropriate.

In the event that a supervisor is unable to respond to the scene of an incident involving the reported application of force, the supervisor is still expected to complete as many of the above items as circumstances permit.

300.7.1 TRAINING LIEUTENANT RESPONSIBILITY

The Training Lieutenant shall review each use of force by any personnel within his/her command to ensure compliance with this policy and to address any training issues.

300.8 POLICY AVAILABILITY

This policy shall be made available to the public at no charge upon request (Wis. Stat. § 66.0511(2)).

300.9 TRAINING

Officers will receive periodic training on this policy and demonstrate their knowledge and understanding.

Subject to available resources, officers should receive periodic training on:

- (a) Guidelines regarding vulnerable populations, including but not limited to children, elderly, pregnant persons, and individuals with physical, mental, or intellectual disabilities.

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- (b) De-escalation tactics, including alternatives to force.

300.10 USE OF FORCE ANALYSIS

At least annually, the Operations Captain should prepare an analysis report on use of force incidents. The report should be submitted to the Chief of Police. The report should not contain the names of officers, suspects, or case numbers, and should include:

- (a) The identification of any trends in the use of force by members.
- (b) Training needs recommendations.
- (c) Equipment needs recommendations.
- (d) Policy revision recommendations.

Police Use of Force; 01/01/2021 – 03/31/2021

21-004126, 03/10/2021; Obstructing Police, Vehicle Pursuit

Officer conducted a traffic stop on a beige Impala. Following a positive indication from a K-9 sniff of the vehicle, the driver re-entered the vehicle and fled from the scene.

Officers pursued the vehicle until 91st St and Fond Du Lac Ave in Milwaukee, where they lost sight of the vehicle. Officer is investigating.

After the suspect reentered the vehicle, while failing to comply with the lawful orders given by officers, Officer Duckert drew his duty weapon and pointed it at the driver seat of the vehicle. Officer Duckert was already aware the driver had a previous conviction for possession of a firearm by a felon.

While attempting to detain the passenger who had exited the vehicle, Officer Pesch was forced to decentralize the passenger to take her into custody.

Force Used:	Passive Countermeasure
Injuries:	None
Complaint:	None
Review:	Appropriate Use of Force by Officers
Display of Deadly Force:	Yes

21-002499, 02/11/2021; Resisting/Obstructing

On February 11th, 2021, Germantown Police Communications received a call from Sergeant Brinks of the Jackson Police Department reporting he observed a white four door vehicle pulled over on I-41 northbound, north of Lannon Road. A male subject wearing a red jacket exited the vehicle from the passenger side and appeared to be distraught, who was now walking southbound from the vehicle.

The responding officer found two occupants in the vehicle and dried blood throughout the vehicle and on the occupants of the vehicle. The front passenger had blood on his right hand. After further conversation it appeared the occupants were involved in a domestic dispute.

The occupant in the front seat refused to speak with officers or identify himself. After numerous commands to exit the vehicle, the passenger began to exit and was escorted to the rear of the vehicle. The subject began to tense his muscles and pull away from officers. Officers were able to force his arms behind his back and secure the subject with handcuffs.

Force Used:	Compliance Hold
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Injuries: None
Complaint: None
Review: Appropriate Use of Force by Officers
Display of Deadly Force: No

21-005355, 03/30/2021; Assist Other Agency

WASO requested mutual aid while in pursuit of WI Reg. AHX8066. Officer utilized a tire deflation device and deflated the vehicle's tires. Officers also assisted with a high risk stop of the vehicle.

Force Used: Display of Deadly Force
Injuries: None
Complaint: None
Review: Appropriate Use of Force by Officers

21-005350, 03/29/2021; Reckless Driving

Officer attempted to stop a reckless driver. The driver attempted to evade officer and was involved in a crash. Responding officers performed a high risk stop on the vehicle.

Force Used: Display of Deadly Force
Injuries: None
Complaint: None
Review: Appropriate Use of Force by Officer

21-003981, 03/07/2021; Reckless Driving

Caller reported a person standing in the center lane of traffic on I-41 South. Officer responded to the area and located subject with his hand covered in blood and a laceration to his right arm. He was also armed with a knife and began to approach officer before putting the knife on the ground. Subject was detained and transported by GFD to FMF. Washington County Acute Care Services initiated a Chapter 51.15 on subject as a result of the incident since he admitted his actions were an attempt to end his life.

Force Used: Display of Deadly Force
Injuries: None

Complaint: None
Review: Appropriate Use of Force by Officer

21-003525, 03/01/2021; Pursuit

Officer attempted a traffic stop which resulted in a pursuit. The vehicle eventually stopped in the left turn lane on Pilgrim Rd at County Line Rd. Officers conducted a high risk stop. Following the pursuit, driver was taken into custody for fleeing/eluding.

Force Used: Display of Deadly Force
Injuries: None
Complaint: None
Review: Appropriate Use of Force by Officer

21-001993, 02/03/2021; Assist Other Agency

Washington County SWAT Team requested for a suspect who had fired shots at police. Germantown Police Department has numerous officers assigned to the County Wide SWAT Team.

Force Used: Display of Deadly Force
Injuries: None
Complaint: None
Review: Appropriate Use of Force by Officer

21-001004; 01/18/2021; Weapon Offense

U/I caller reported a van parked and running in traffic on Pilgrim Rd, in front of Latitudes Coffee House. The driver was arrested for OWI (1st) and OWL (2nd). Upon approach the officer observed a handgun on the driver's lap. The officer drew his duty weapon, identified himself and ordered the driver to raise his hands. The officer did not receive a response, they also found a female passenger in the rear seat that appeared to be unconscious. Officers were ultimately able to secure the weapon. They did find the hammer of the handgun was cocked with a live round in the chamber.

Force Used: Display of Deadly Force
Injuries: None
Complaint: None

Review: Appropriate Use of Force by Officer

21-000885; 01/15/2021; Assist Other Agency

Menomonee Falls Police requested mutual aid as they were in a pursuit of a red Jeep Cherokee northbound on Pilgrim Rd approaching County Line Rd. Officers assisted with the high risk traffic stop on Donges Bay Rd at Division Rd.

Force Used: Display of Deadly Force

Injuries: None

Complaint: None

Review: Appropriate Use of Force by Officer