

City of Manton
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"Serving the Community is our Priority"

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Office of the Mayor



Rick Doehring
Under Sheriff
820 South Carmel St
Cadillac, Michigan 49601

February 14, 2017

Rick,

This is a follow up to our meeting with you and the Wexford County Central Dispatch on January 10th, 2017. Attending was Garry Brown, Mayor; Dick Triplett, Fire Department; Duane Alworden, Wexford Central Dispatch and a representative of Telerad who was phoned conferenced into the meeting.

We discussed the ongoing problem of not being able to hear instructions on our Hi Band Radios and Pagers because of the static. We get bits and pieces of the messages. As stated, in our meeting, the problem started a little over a year ago and is a continuing issue.

We have had very little follow up from Telerad and several phone calls to Telerad by our Fire Chief, Eric Wilkins, have gone unreturned. This is an all volunteer fire department and there is much frustration among our members. The problem exist on the pagers, hi band radios and even in a half million dollar fire truck with a built in hi band radio.

Eric talked with Fire Department Officials in Mesick, Cedar Creek, Colfax, and EMS Station 2. They are also experiencing this same issue. Something must be done. Trent made a strong case for replacing the call answering system for the Central Dispatch System and fixed a major problem. Now we need a full court press on this issue. It is a serious safety and response issue. I am not a technical person and don't understand how repeaters and the system works, but certainty, Telerad should be able to solve it. We were told by them that we are on the North end of the county that the reception would be weaker. Not acceptable! Again, a little over a year ago things worked well. When we try the Missaukee Dispatch, it is clear. Why?

We did have one of our firemen, Captain Robert Paddock, get through to Jessica from Telerad and he reports that she was told by one of her technicians that the repeaters are old and needed repairing. (Not sure of the full conversation). How old are they? How many do we have that service Manton? I have asked Eric to test our pagers and see if we can identify how far out of Cadillac we begin to get the failure. Surely Telerad could do the same. I know that we as a County, probably pay Telerad quite well and the expectation should be that they resolve this problem.

We need your help. I would like to have another meeting and have someone from Telerad there in person, both management and technicians, and come up with an action plan to identify exactly what can be done. As mayor, I would also like to be kept in the loop and updated.

We are thankful to you and the department for what you do and for your commitment to our community.

Garry Brown
Manton Mayor
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