

## Schleifer, Julie Ann

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**From:** BERENDT, DANIEL  
**Sent:** Friday, January 16, 2009 9:28 AM  
**To:** ERTL, RICKY; SCHUBRING, DANIEL J; Schleifer, Julie Ann  
**Subject:** FW: Fire Department Profiles and ID

Captain Dan Berendt  
Milwaukee Fire Department - Training  
414-286-8973

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**From:** JONES, MICHAEL  
**Sent:** Friday, January 16, 2009 9:01 AM  
**To:** Steffan, Samuel; BERENDT, DANIEL  
**Cc:** 'dirk.young@tycoelectronics.com'; Go, David; Gunderson, Sara; PAYNE, MICHAEL; MUELLER, HEIDE; WILLIAMSON, MATTHEW W; BEVIRT, ANDREW; GLASSEL, BRIAN; Holton, Doug; Ray, Monica  
**Subject:** RE: Fire Department Profiles and ID

Sam,

*Until a meeting is scheduled between the Milwaukee Fire Department Command Staff and the Milwaukee Police Department Command, discontinue all program requests. The meeting for Tuesday January 20<sup>th</sup>, 1330 hours is cancelled.*

### *Michael L. Jones*

Deputy Chief  
Milwaukee Fire Department  
Bureau of Instruction and Training  
6680 N. Teutonia Ave.  
Milwaukee, WI. 53209  
414-286-8971 (office)  
414-397-9530 (cell)  
mljones@milwaukee.gov

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**From:** Steffan, Samuel  
**Sent:** Thursday, January 15, 2009 1:15 PM  
**To:** Steffan, Samuel; JONES, MICHAEL; BERENDT, DANIEL  
**Cc:** 'dirk.young@tycoelectronics.com'; Go, David; Gunderson, Sara; PAYNE, MICHAEL; MUELLER, HEIDE; WILLIAMSON, MATTHEW W; BEVIRT, ANDREW; GLASSEL, BRIAN; Holton, Doug  
**Subject:** RE: Fire Department Profiles and ID

Identification labels for your portable radios contain a "if found call \_\_\_\_\_" field. I was expecting to utilize 286-5350. If this is not correct please supply the correct phone number. I am printing these labels and this take time.

thanks

1/16/2009

Samuel J. Steffan  
 Communication Systems Manager  
 Milwaukee Police Department  
 4733 West Vliet Street  
 Milwaukee, WI 53208  
 office 414-935-7473  
 cell 414-405-5792  
 fax 414-935-7152  
 pager 414-935-7875

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**From:** Steffan, Samuel  
**Sent:** Thursday, January 15, 2009 8:08 AM  
**To:** JONES, MICHAEL; BERENDT, DANIEL  
**Cc:** 'dirk.young@tycoelectronics.com'; Go, David; Gunderson, Sara; PAYNE, MICHAEL; MUELLER, HEIDE; WILLIAMSON, MATTHEW W; BEVIRT, ANDREW; GLASSEL, BRIAN; Holton, Doug; Steffan, Samuel  
**Subject:** RE: Fire Department Profiles and ID

There still is confusion as to what is happening here.

To use an analogy:

- Ford builds cars. The basic structure of the vehicle (body, engine, wheels, etc) would be similar to your portable radios.
- Ford adds items/ programs to make the car perform basic functions. The transmission is told how to shift. The light switch is made to turn on headlights. The engine is programmed to minimize emissions. ETC. These are BASIC functions of ALL cars. Without these additions the car would not function. It is this BASIC information that was lacking from your portable radios. This is the BASE FILE. Base file tells the radio what frequencies to use, how far to allow the volume to turn on up, what menus to be present, how the radio connects to the radio system, etc. This base file is what was missing from the radios. All radios get the same base file, plus a very small part of unique information (serial number, IP, etc). This base file will be built and installed in your radios by Wednesday.
- Ford can't control how you USE their cars. Suppose you want to drive to Minneapolis. You need to determine the route. You may need maps. You plan for the drive. These are all items to make the car USABLE. They are unique to each car, and maybe unique to each use of the car. You don't need to have a car to plan a trip to Minneapolis. You can research the route, obtain maps, etc, all without the car present. This work makes the car USEFUL, not functional. PERSONALITY is the radio equivalent to this. How you are going to use the radio has no bearing on actually having the radio in hand. You can plan how to use the radio at any time. PERSONALITY loads from the radio system to each radio whenever you turn on that radio. PERSONALITY is NOT programmed into the radio. Therefore, PERSONALITY can be built months previous, ready for use whenever the radios are to be put in service. PERSONALITY can take time to construct, due to

numerous interrelationships. Therefore PERSONALITY is a planned event. You don't make changes "just in time".

- If the PERSONALITY layout you sent on Tuesday (01/12/2009) is what you want, please confirm ASAP. I will start rebuild of PERSONALITY upon your OK.

We can meet on Tuesday at 1:30pm in my office

Samuel J. Steffan  
Communication Systems Manager  
Milwaukee Police Department  
4733 West Vliet Street  
Milwaukee, WI 53208  
office 414-935-7473  
cell 414-405-5792  
fax 414-935-7152  
pager 414-935-7875

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**From:** JONES, MICHAEL  
**Sent:** Wednesday, January 14, 2009 5:02 PM  
**To:** Steffan, Samuel; BERENDT, DANIEL  
**Cc:** 'dirk.young@tycoelectronics.com'; Go, David; Gunderson, Sara; PAYNE, MICHAEL; MUELLER, HEIDE; WILLIAMSON, MATTHEW W; BEVIRT, ANDREW; GLASSEL, BRIAN; Holton, Doug  
**Subject:** RE: Fire Department Profiles and ID

Sam,

*Thanks for getting back in timely manner. We recognize time is important and your personnel and mine have additional responsibilities that challenge us all in our efforts to serve our departments. We've tried to allow adequate time for information sharing (personality changes) however you voiced a concern last week that the initial program lacked the need information to allow you to function. Paul Crowe and Dirk Young have both spoken with me concerning that and it appears that you have the needed information to move forward.*

*Our radios have been gone for over a year. During that time we've made changes as I know you have to your personalities to improve operability for your users. In addition you've made enhancements to equipment and changes for training to address the needs of your department. Also, when we first installed the first set of personalities we both knew they went into test radios and we would later discuss and other solutions. I know you have faced these challenges and have made the necessary changes and will continue to work in the forward direction of your department. As we move forward, we'll keep you better informed, however we do ask for a clear line of communication so both departments have realistic expectations for resource allocation and time.*

*Tuesday afternoon, 1330 hours we'll meet at your location if that works for you.*

*Michael L. Jones*

Deputy Chief  
Milwaukee Fire Department  
Bureau of Instruction and Training  
6680 N. Teutonia Ave.  
Milwaukee, WI. 53209  
414-286-8971 (office)  
414-397-9530 (cell)  
mljones@milwaukee.gov

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**From:** Steffan, Samuel  
**Sent:** Wednesday, January 14, 2009 3:28 PM  
**To:** JONES, MICHAEL; BERENDT, DANIEL  
**Cc:** 'dirk.young@tycoelectronics.com'; Go, David; Gunderson, Sara; PAYNE, MICHAEL; MUELLER, HEIDE; WILLIAMSON, MATTHEW W; BEVIRT, ANDREW; GLASSEL, BRIAN; Holton, Doug; Steffan, Samuel  
**Subject:** RE: Fire Department Profiles and ID

Mike,

the only days I was unavailable was Monday and yesterday, as I had NO COVERAGE with my cell phone while out of the office. I have, however, checked for E mails.

The changes that you want have nothing to do with delivery of operating code for the radios, or the radios themselves. This is PERSONALITY programming, completely independent of availability of radios, or operating code. Personality is behind the scenes and changes are made whether radios exist or not.

Your personality change was on 1/12/09. To expect a change to the 235 talk groups your personality contains at the last minute is unreasonable. Many interactions that dirk would be unaware of. I now have to work overtime to meet these last minute changes.

The last Personality change was on 6/25/07

In the future there needs to be sufficient time to make any Personality changes

As to the radios, 25 are in stock. The base file is being prepared this week by M/A-COM and ourselves. I will have that piece of the puzzle complete by end of day Wednesday.

I can meet on Tuesday, January 20th.

Assuming no change comes out of Tuesday's meeting I will have radios ready to go by Thursday

Samuel J. Steffan  
Communication Systems Manager  
Milwaukee Police Department  
4733 West Vliet Street  
Milwaukee, WI 53208

1/16/2009

office 414-935-7473  
cell 414-405-5792  
fax 414-935-7152  
pager 414-935-7875

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**From:** JONES, MICHAEL  
**Sent:** Wednesday, January 14, 2009 2:34 PM  
**To:** Steffan, Samuel; BERENDT, DANIEL  
**Cc:** 'dirk.young@tycoelectronics.com'; Go, David; Gunderson, Sara; PAYNE, MICHAEL; MUELLER, HEIDE; WILLIAMSON, MATTHEW W; BEVIRT, ANDREW; GLASSEL, BRIAN; Holton, Doug  
**Subject:** RE: Fire Department Profiles and ID  
**Importance:** High

*Sam,*

*I've been trying to reach you via your office and cell since last week. We would like to discuss the changes because they are necessary to the operation of the department. We've tried to allow lead time for program discussion, however with the new lack of program code from M/A-COM with no solution timeline this gives me concern. Dirk was supposed to have the radios here prior to Christmas. However, with weather conditions they didn't arrive until January 8<sup>th</sup> and at that time it was determined the radios lacked the needed program. The MFD understanding was that the radios would arrive here ready for our program. My staff is ready to meet and discuss the changes needed to implement the radios. We start in-service training February 5<sup>th</sup> and we hoped to have the radios in hand for preparation two weeks in advance. I need to know from you and M/A-COM where we stand and I've been trying to resolve these concerns. My open dates for meeting are as follow:*

*Thursday January 15<sup>th</sup> 1300-1600 hours*

*Friday January 16<sup>th</sup> 0800-1400 hours*

*Tuesday January 20<sup>th</sup> 1300-1600 hours*

*Please let me know which dates works and we will meet at your location.*

*Thanks,*

***Michael L. Jones***

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Milwaukee Fire Department  
Bureau of Instruction and Training  
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414-286-8971 (office)  
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mljones@milwaukee.gov

1/16/2009

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**From:** Steffan, Samuel  
**Sent:** Wednesday, January 14, 2009 8:52 AM  
**To:** BERENDT, DANIEL; JONES, MICHAEL  
**Cc:** 'dirk.young@tycoelectronics.com'; Steffan, Samuel; Go, David; Gunderson, Sara  
**Subject:** RE: Fire Department Profiles and ID  
**Importance:** High

Mike,

we need to talk about what you want done with the radio personality. Attached is your config from 6-25-07 and 1-12-09. Changing talk group names and locations, as I see happened in the latest config is a big deal. Each change has to ripple thru the radio system to become valid. Making too many changes at one time can cause us to "lockout" of the management system. All this takes time.

If you really want the changes as shown on the 1-12-09 config, let me know

Future changes need to be coordinated

Samuel J. Steffan  
Communication Systems Manager  
Milwaukee Police Department  
4733 West Vliet Street  
Milwaukee, WI 53208  
office 414-935-7473  
cell 414-405-5792  
fax 414-935-7152  
pager 414-935-7875

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**From:** BERENDT, DANIEL  
**Sent:** Tuesday, January 13, 2009 11:43 AM  
**To:** Steffan, Samuel  
**Cc:** JONES, MICHAEL; dirk.young@tycoelectronics.com  
**Subject:** Fire Department Profiles and ID  
**Importance:** High

Dear Sam,

Attached are two spreadsheets that contain radio programming information for the Milwaukee Fire Department. One of the sheets contain the profile and talk groups. The other sheet contains the radio identifications. We are requesting that the twenty-five P 7200 radios received from MA/COM be programmed with this information. It would be beneficial if we could set up a face-to-face meeting prior to this occurring so that any questions or concerns could be addresses prior to you programming these radios. If you have any questions or would like to schedule a time for this meeting, please contact Deputy Chief Michael Jones.

Best Regards,

Dan Berendt

Bureau of Instruction and Training  
Milwaukee Fire Department

1/16/2009

Desk: 414-286-8973  
Cell: 414-397-8621

cc: Chief Jones  
Dirk Young