

00001

1

2

CITY OF MILWAUKEE

3

PUBLIC SAFETY COMMITTEE

4

* * * * *

5

In the Matter of Private Alarm System Business
renewal application with change of
officer for
"HSM ELECTRONIC PROTECTION SERVICES, INC."
65 N S Eastmound Drive
Waukesha, Wisconsin

9

MARK D. WEIDEMANN - Agent

10

* * * * *

11

COMMITTEE MEMBERS

12

ALD. ROBERT DONOVAN - Chair

ALD. ROBERT PUENTE - Vice-Chairman

13

ALD. TERRY WITKOWSKI

ALD. T. ANTHONY ZIELINSKI

14

ALD. ASHANTI HAMILTON

15

LICENSING DIVISION by RICHARD PFAFF

POLICE DEPARTMENT by SEARGENT CHET ULICKEY

16

OFFICE OF THE CITY ATTORNEY by ATTORNEY BRUCE SCHRIMPF

17

18

Proceedings had and testimony given in

19

the above-entitled matter, before the PUBLIC SAFETY

20

COMMITTEE OF THE CITY OF MILWAUKEE, on

21

the 29th day of November, 2007.

22

00002

1

P R O C E E D I N G S

2

CHAIRMAN DONOVAN: Next individual is

3

Mark Wiedemann.

4

THE APPLICANT: Good morning.

5

CHAIRMAN DONOVAN: Good morning.

6

(Whereupon the applicant was sworn.)

7

CHAIRMAN DONOVAN: Thank you. Could

8

you please state your name and address for the

9

record, please?

10

THE APPLICANT: Mark Wiedemann, 3859

11

Regal Court, Slinger, Wisconsin.

12

CHAIRMAN DONOVAN: Thank you.

13

Sergeant?

14

SERGEANT ULICKEY: Mr. Chair, I'm going

15

to try something here. We've got numerous - -

16

CHAIRMAN DONOVAN: Yeah.

17

SERGEANT ULICKEY: - - entries here,

18 some of which are under the name, Michael
19 Dickman, who was the licensee from 9/21/04
20 through 12/31/05. These items were not
21 previously reported. Items number 18 through 37
22 are items that pertain to Mr. Wiedemann of HSM
23 Electronic Protection Services, who has been the
24 licensee since 5/9 of '06. We do have - - There
25 are some dispositions that have come in on items

00003

1 33 through 37, I might add. But they were all
2 found guilty and fines were assessed on all one,
3 two, three, four, five counts.
4 If - - If it would be okay, I would ask
5 the committee to, is it possible to waive the
6 reading?
7 CHAIRMAN DONOVAN: Absolutely.
8 SERGEANT ULICKEY: And - -
9 CHAIRMAN DONOVAN: Absolutely. Yeah.
10 We have all this information in front - - in
11 front of us, page, after page, after page. Can
12 you - - Given the time constraints we have,
13 please explain, as briefly as possible, and as
14 succinctly as possible, why so many violations?
15 THE APPLICANT: I'll certainly try and
16 move it along. I do represent HSM Electronic
17 Protection Services. We are a Stanley Works
18 Company. We are based out of Lyle, Illinois.
19 We do monitor our own customers here.
20 We have our own protection net center which is
21 part of company that's in Minneapolis, Minnesota.
22 We do have, and I - - and I do have to kind of go
23 back to what one of the other previous gentleman
24 was saying, that there is human error involved in
25 - - in any type of signal that - - that is - -

00004

1 that comes into our central station, and - - and
2 I'll try and explain briefly why. We received
3 for the City of Milwaukee in the last year, and
4 we focused our efforts to provide the answers
5 essentially for the last year, we received 12,020
6 burglar alarms that came into our monitoring
7 center in the last 12 months. Of those, 80
8 percent were verified by Securitas, who is our
9 private first responder, which then led to a
10 police department dispatch. Within that, there
11 were 13 errors that occurred according to the
12 documentation I was provided, which was confirmed
13 by our protection net center. What that provides
14 is a point one percent error rate on the 12,000
15 signals that come in. We certainly would strive
16 to not have any false dispatches. But I will
17 talk to the human error in that these people do
18 dispatch for the entire nation, and as they are
19 getting in alarm signals, their automatic
20 response at times is to go immediately to the

21 police dispatch, and unfortunately, a number of
22 those incidents, 13 of those, have come through
23 in the last year. So there is human error
24 involved with it, I guess, is what - - what my
25 point is to say. Now, you know, as a result of

00005

1 this we have taken further action to try and more
2 clarify our response procedures, but - - but, you
3 know, I will be honest, and I can't guarantee
4 that we're going to get to a point where there
5 are no false dispatches. We will endeavor or
6 endeavor to ensure that we reduce the numbers,
7 but we - - but any time there is human
8 involvement, we can't - - we can't guarantee that
9 there won't be a dispatch error.

10 ALDERMAN ZIELINSKI: Mr. Chairman.

11 CHAIRMAN DONOVAN: Go ahead.

12 ALDERMAN ZIELINSKI: Okay. I'm reading
13 the police report. I see on item 17, the
14 Milwaukee Police Department alarms officer
15 reported the HSM Honeywell employees Michael
16 Dickman and Mary Brown had been advised numerous
17 times regarding the licensing requirements in the
18 City of Milwaukee. Who are Michael Dickman and
19 Mary Brown, and what are their titles?

20 THE APPLICANT: Michael Dickman is the
21 - - my operations manager here in the local
22 district. Mary Brown is our licensing
23 legislation person at the protection net center.

24 ALDERMAN ZIELINSKI: I - - I can
25 certainly understand that there is human error

00006

1 involved. As you saw with the previous people
2 that testified, they did make mention of the fact
3 of human error. But there is only like two human
4 errors. I mean, this is like page after page
5 after page. I mean, are - - You know, if we had
6 a 100 pages of 1,000, you know, violations, are
7 we just supposed to say well, that's human error.
8 Agreed. We agree there - - there is human error,
9 but I think this goes well above and beyond the
10 normal course of - - of human error, and I think
11 it's indicative of the fact that there is
12 something systemically wrong here in terms of
13 having the - - the magnitude of - - of the
14 problems that, you know, that we're experiencing
15 with - - with your company here. Have - - Have
16 we moved the police report into the - - the
17 record yet?

18 MR. SCHRIMPF: Mr. Chairman, I was
19 going to try to correct a couple of things that
20 we - - First of all, sir, would you state your
21 name for the record?

22 THE WITNESS: It's Mark Wiedemann.

23 MR. SCHRIMPF: Okay. And the police

24 report should be moved into the record, Mr.
25 Chairman, and then I have some questions for the

00007

1 witness.
2 CHAIRMAN DONOVAN: Certainly. Alderman
3 Zielinski would move the police report become
4 part of the permanent record, and hearing no
5 objections, so ordered. Go ahead, Mr. Schrimpf.
6 MR. SCHRIMPF: Sir, you gave - - Mr.
7 Wiedemann, you gave some statistics. 12,000
8 calls that were verified by Securitas.
9 THE APPLICANT: No.
10 MR. SCHRIMPF: All right. Get me the
11 right numbers then.
12 THE APPLICANT: 12,020 signals were
13 received from our monitor - - from the - - the
14 customers in Milwaukee in the form of a burglar
15 alarm in the last 12 months. Of that, we
16 certainly sent our private responder to.
17 MR. SCHRIMPF: All right.
18 THE APPLICANT: Once we've sent our
19 private responder out, they did indicate to us on
20 80 instances that there was an intrusion and we
21 did dispatch police on 80 - - 80 events that were
22 previously verified.
23 MR. SCHRIMPF: And - - And so, they - -
24 the - - They res - - The responder notifies you.
25 THE APPLICANT: Correct.

00008

1 MR. SCHRIMPF: And then you notify the
2 police department that there is a verified alarm.
3 THE APPLICANT: Correct.
4 MR. SCHRIMPF: And what's the - - How
5 do you do that? What's - - What's the means by
6 which you do that?
7 THE APPLICANT: Telephone communication
8 saying that we have a - - that Securitas has
9 reported to us that there is an activity that
10 occurred at that particular location.
11 MR. SCHRIMPF: And when you contact the
12 Milwaukee Police Department, what line do you
13 use?
14 THE APPLICANT: I don't - - I don't
15 know what telephone number we use. I'm assuming
16 it's the - - the same telephone number that is
17 supplied for the - - the security company.
18 MR. SCHRIMPF: Is that right?
19 MS. MCCARTHY: Yes.
20 MR. SCHRIMPF: That would be the 765-
21 2323?
22 MS. MCCARTHY: Yes.
23 MR. SCHRIMPF: And then, when you call,
24 what do you call? Is there a voice
25 communication? Is there some electronic message?

00009

1 What - - What actually gets transmitted?

2 THE APPLICANT: We - - One of our
3 operators will call. There's no transmission of
4 an automatic signal or anything. It's - - It's
5 via a person physically contacts or - - or
6 telephonically contacts the Milwaukee Police
7 Department to relay what Securitas has
8 discovered.

9 MR. SCHRIMPF: And you know what
10 Securitas has discovered because they have told
11 you.

12 THE APPLICANT: Correct.

13 MR. SCHRIMPF: So if there's evidence
14 of a break-in at a rear door, is that what you
15 transmit?

16 THE APPLICANT: Correct.

17 MR. SCHRIMPF: Is that correct, Officer
18 McCarthy?

19 MS. MCCARTHY: Most times on verified
20 alarms the - - the security officer on the scene
21 calls, because they've got something going on
22 there.

23 MR. SCHRIMPF: You mean, the security
24 officer on the scene contacts the Milwaukee
25 Police Department?

00010

1 MS. MCCARTHY: Right. Most of the
2 times we do not get the call from the alarm
3 company, because the security officer wants the
4 police there right away.

5 MR. SCHRIMPF: And how do you treat
6 that? Do you treat that as an unverified call or
7 do you treat that as a panic alarm or how do you
8 treat it?

9 MS. MCCARTHY: When the call comes in
10 from the security officer on the scene?

11 MR. SCHRIMPF: Yes.

12 MS. MCCARTHY: That's - - That's
13 considered a verified alarm, and that's a
14 priority one.

15 MR. SCHRIMPF: And so that would not
16 result in any violations, citations being issued
17 by you, anything like that.

18 MS. MCCARTHY: No, it would not.

19 MR. SCHRIMPF: Do you have anything - -

20 THE APPLICANT: No. Simply I - - You
21 know, I just wanted to talk about the volume of
22 it, you know, as I said, in reference to the 13
23 instances that were listed in the last year,
24 based on, you know, the - - the vast number of
25 signals that we receive on an annual basis, you

00011

1 know, with a point one percent error which we
2 could extrapolate for the last two years with - -

3 with a number of 36 incidents in the report, or
4 37 incidents, as we could extrapolate that out
5 that we do have a fairly successful verification
6 procedure to ensure that we minimize police
7 dispatch.

8 MR. SCHRIMPF: That's all I have, Mr.
9 Chairman.

10 CHAIRMAN DONOVAN: Thank you. Any
11 other questions or comments by committee members?

12 ALDERMAN ZIELINSKI: Mr. Chair.

13 ALDERMAN PUENTE: Real quick, Mr.
14 Chair.

15 CHAIRMAN DONOVAN: Alderman Zielinski,
16 go ahead.

17 ALDERMAN ZIELINSKI: Well, I'll - -

18 CHAIRMAN DONOVAN: Alderman Puente.

19 ALDERMAN ZIELINSKI: I was going to
20 make a motion, so I'll defer to the question of
21 Alderman Puente.

22 ALDERMAN PUENTE: There were more than
23 that. Is that correct? I mean, that's what
24 you've been stating most of the day today?

25 MS. MCCARTHY: Yes, there were more.

00012

1 ALDERMAN PUENTE: How many more? Do
2 you have that number?

3 MS. MCCARTHY: From - - From June 21st,
4 '07 to 11/17/07 there were 14 of non-verified
5 calls that were called in.

6 ALDERMAN PUENTE: Okay. Other than
7 what we see here.

8 MS. MCCARTHY: Yes.

9 ALDERMAN PUENTE: All right. Thank
10 you.

11 CHAIRMAN DONOVAN: Thank you. Alderman
12 Zielinski, go ahead.

13 ALDERMAN ZIELINSKI: Based upon the
14 police report, I move nonrenewal.

15 CHAIRMAN DONOVAN: Okay. There is a
16 motion to not renew this license, based on the
17 police report. Is there any discussion or
18 comment on that motion? Then let's take a roll
19 call.

20 STAFF ASSISTANT: Alderman Hamilton?

21 ALDERMAN HAMILTON: Aye.

22 STAFF ASSISTANT: Alderman Puente?

23 ALDERMAN PUENTE: Aye.

24 STAFF ASSISTANT: Alderman Witkowski?

25 ALDERMAN WITKOWSKI: Aye.

00013

1 STAFF ASSISTANT: Alderman Zielinski?

2 ALDERMAN ZIELINSKI: Aye.

3 STAFF ASSISTANT: Mr. Chair.

4 CHAIRMAN DONOVAN: Aye.

5 STAFF ASSISTANT: Five to zero.

6 MR. SCHRIMPF: Mr. Wiedemann, the
7 committee is going to be doing findings of fact
8 and conclusions of law, recommending nonrenewal
9 of this license to the Milwaukee Common Council.
10 You will receive a copy of that, and let me have
11 your correct address, if I could.

12 THE APPLICANT: I would ask that you
13 send that to my office. It's W226 - -

14 MR. SCHRIMPF: Just a minute. Yes?

15 THE APPLICANT: - - N665 Eastmound - -

16 MR. SCHRIMPF: East?

17 THE APPLICANT: Eastmound.

18 MR. SCHRIMPF: One word?

19 THE APPLICANT: That's one word.

20 Drive, Suite 115, and that's Waukesha, 53186.

21 MR. SCHRIMPF: All right. Let me read
22 it back to you. It would be your name, W226 N665
23 Eastmound Drive. I have that as one word.
24 Eastmound.

25 THE APPLICANT: Correct.

00014

1 MR. SCHRIMPF: Suite 115, Waukesha,
2 53186.

3 THE APPLICANT: Correct.

4 MR. SCHRIMPF: Thank you.

5 THE APPLICANT: Anything further?

6 CHAIRMAN DONOVAN: No, that should do
7 it. Thank you.

8 THE APPLICANT: Thank you.

9 * * * * *

00015

1
2
3 STATE OF WISCONSIN)
4)
5 MILWAUKEE COUNTY)
6

7 I, JEAN M. BARINA, of Milwaukee Reporters
8 Associated, Inc., 5124 West Blue Mound Road,
9 Milwaukee, Wisconsin 53208, certify that the foregoing
10 proceedings is a full and complete transcript of the
11 testimony taken in the foregoing proceedings.

12
13
14
15
16
17

18 JEAN M. BARINA
19 Court Reporter

19

20

21 Dated this day of January, 2008.

22