

A panoramic view of the Milwaukee skyline at dusk, with city lights reflecting on the water. The sky is a mix of blue and purple, and the buildings are illuminated with warm yellow and white lights. The water in the foreground is dark, with the city lights creating a shimmering reflection.

Department of Emergency Communications

2025 Year in Review

February 19, 2026



City
of
Milwaukee

DEPARTMENT OF
**EMERGENCY
COMMUNICATIONS**

Year at a glance summary

- **Key milestones**

- DEC cutover on 2/16/25
- Official onboarding with Priority Dispatch in May
- CALEA Accreditation application started in August

- **Key statistics**

- Total calls received: 757,119
- Emergency vs. non-emergency: 556,171 (74%) / 200,948 (26%)

- **Challenges & Risks**

- Staffing
- Call volume pressures
- Technology:
 - Phone/Solacom
 - CAD

2025 Year At A Glance Summary

- **Major themes**

- 10 New ECO hires
- 67 Promotions
- UCT: completed phase 1 Police-to-Fire call taking
 - Resulting in 23 second response time improvement
- Training, cross-training and continuing education
 - UCT: Police to Fire (51)
 - Supervisor: Fire to Police (3)
 - Dispatcher: Police (7)
 - Priority Dispatch ESP Days (5 days, 63 people, 40 classroom hours)
 - Supervisor/Leadership/Interpersonal Skills: (1,000+ hours)
 - EMD Certifications completed or renewed (98)

2025 Year At A Glance Summary

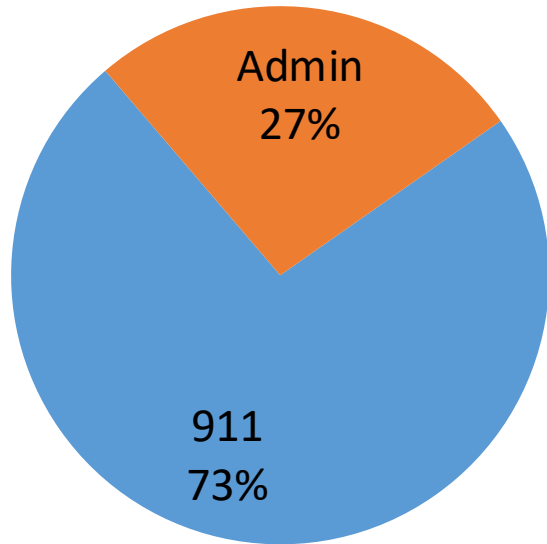
- **Major themes (cont'd)**

- Telestaff
- CommsCoach onboarding and configuration
- CALEA accreditation – process started
- Coordination with Milwaukee Health Dept for after-hours call support
- Increased coordination with MKE County Medical Director
- Fire Protocol Enhancement Project: 3 phases – first phase ~80% complete
- Policy & procedures review, update and consolidation efforts
- Outreach initiatives & partnerships
- Social Media activations

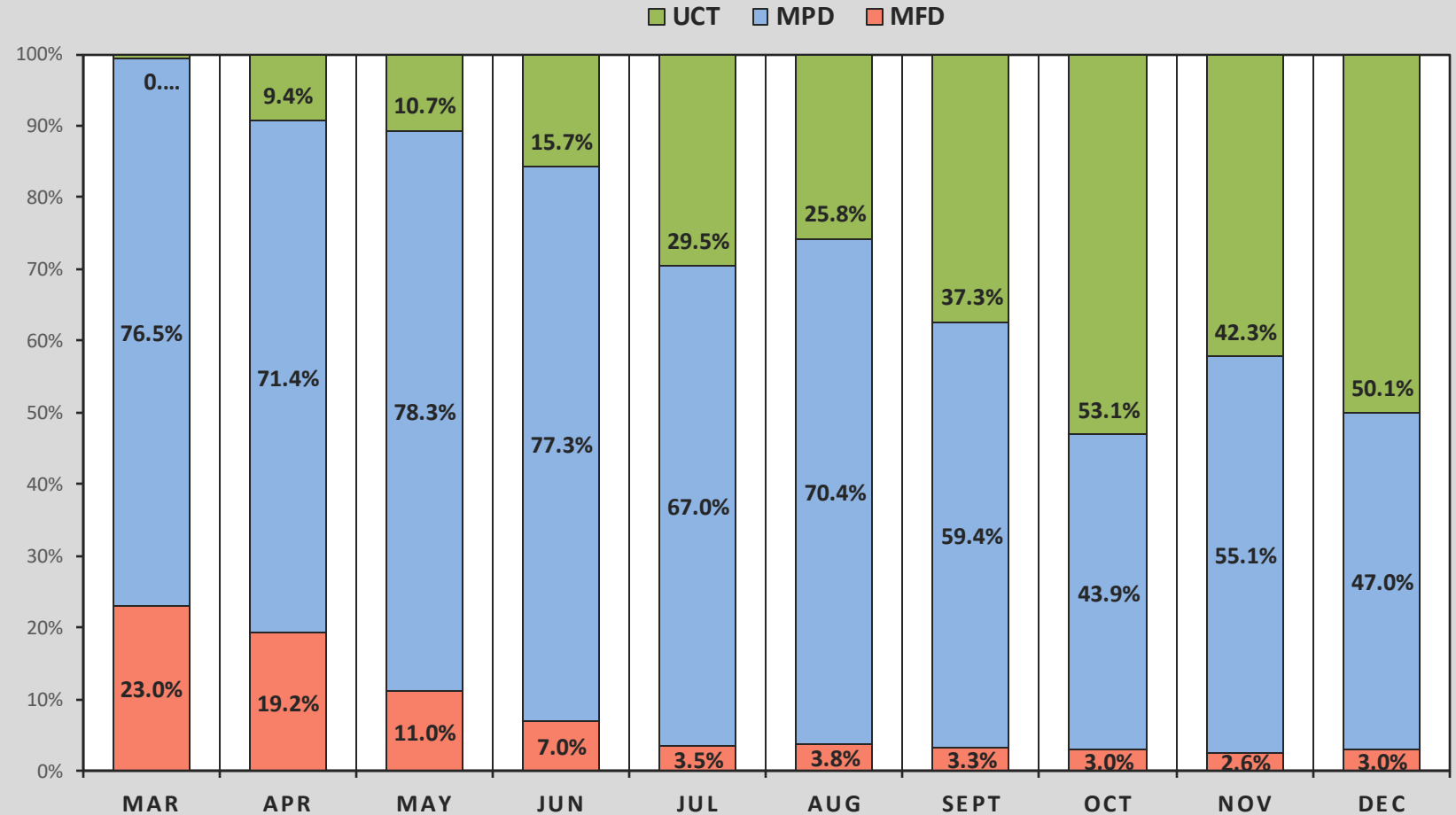
Annual Call Volume & Trends

Only Answered Calls are shown below; Abandoned and Admin calls are not included

911 vs Admin

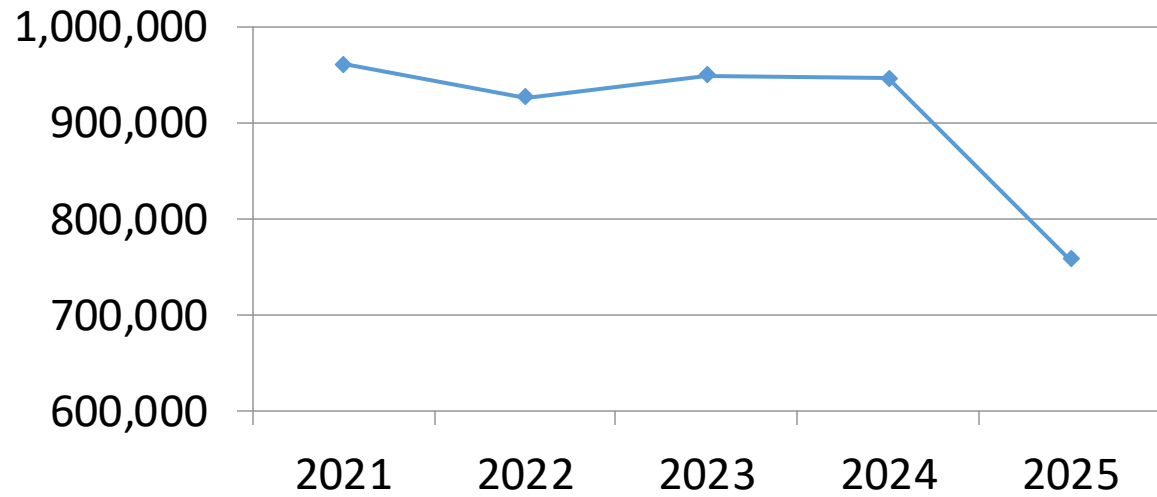


DEPARTMENT SHARE OF TOTAL ANSWERED CALLS – 2025

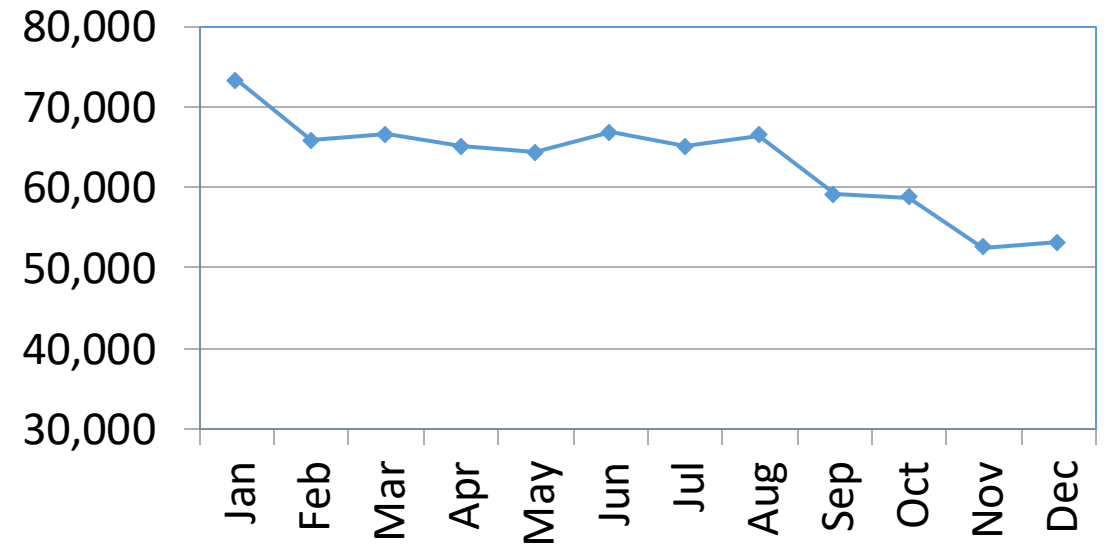


Annual Call Volume & Trends

Call Volume by Year

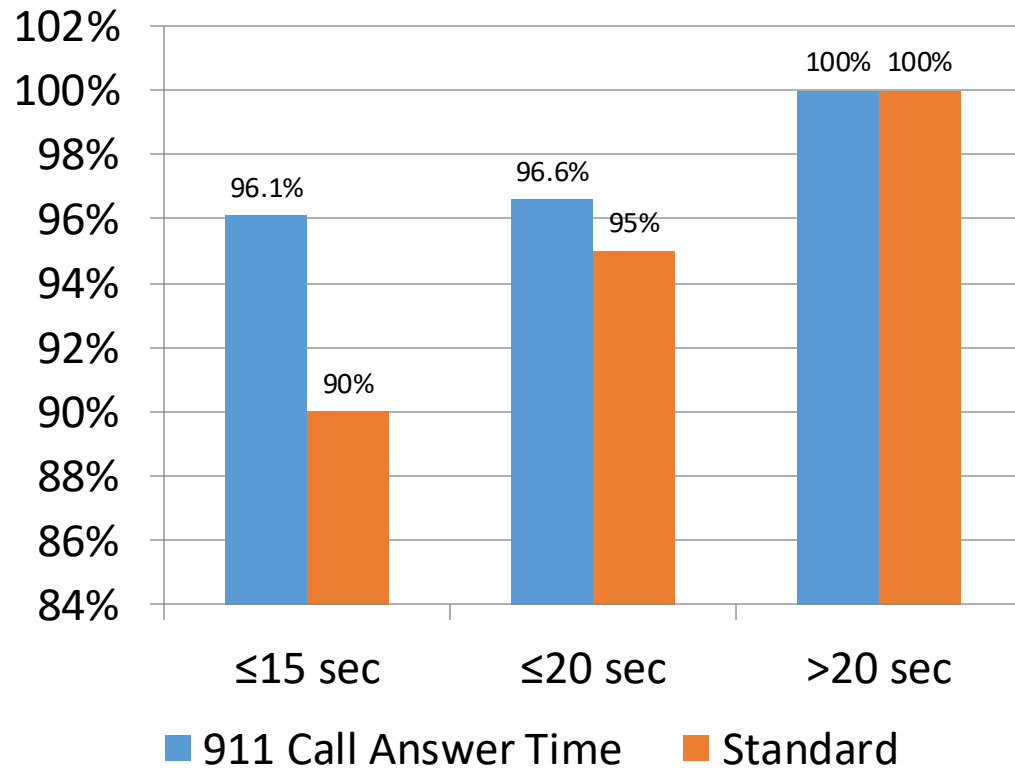


Call Volume by Time of Year

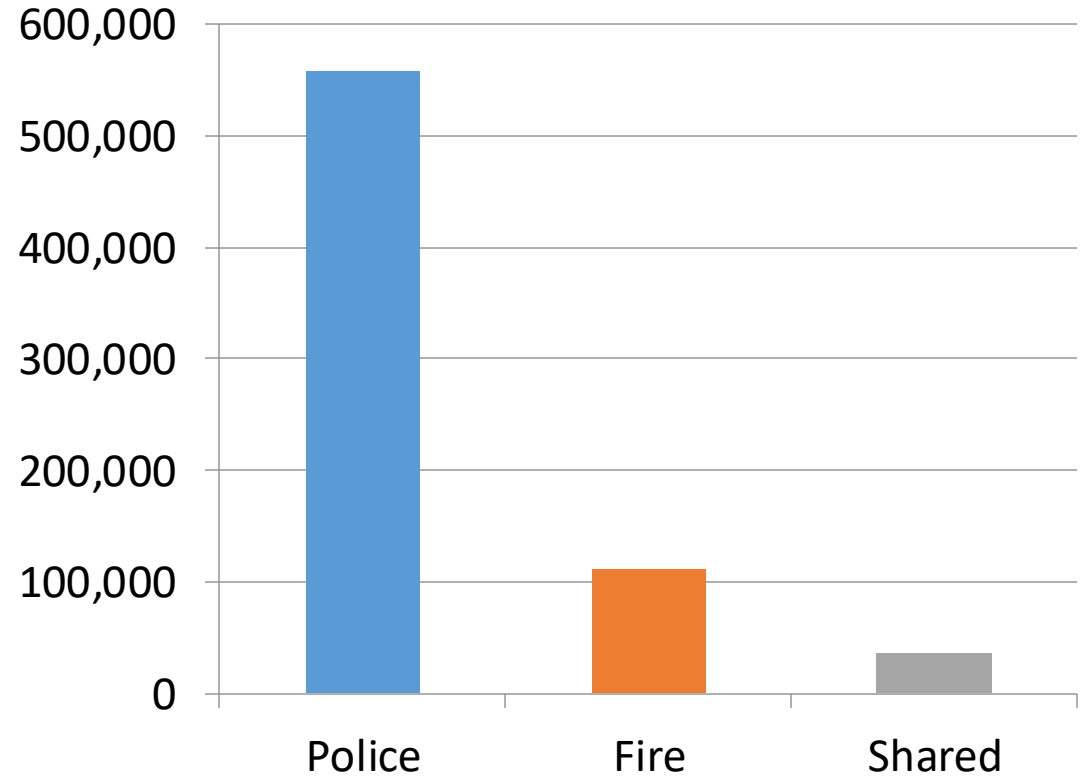


Performance & Service Metrics

911 Call Answer Time vs Standards



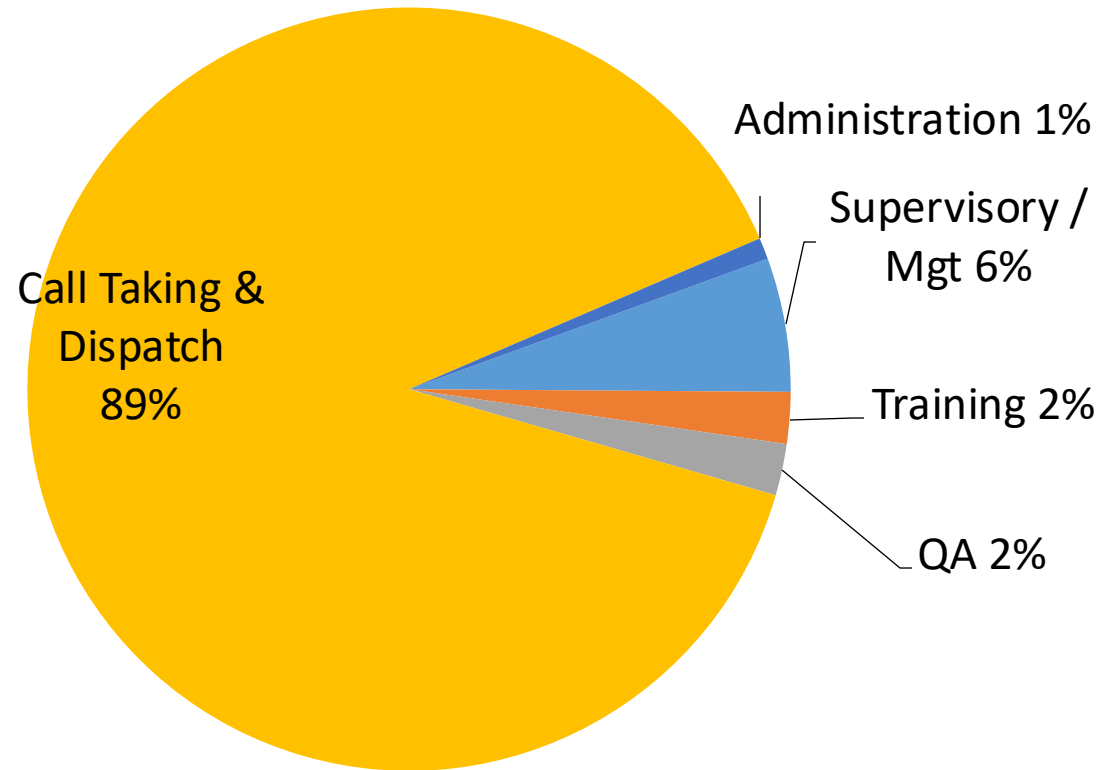
Total CAD Events Created



- **Authorized (242) vs filled positions (196)**
- **Hiring and attrition trends**
 - 10 new UCTs joined in August
 - 15 internal promotions to Leads (3 Training, 3 QA, 9 Operations)
 - 1 promotion from Accountant to Finance Mgr
 - 3 new Administration hires: Admin IV, BIA & PM
 - 40 Exits

Budget & Resource– Overview

Budget Allocation



*2025 Proposed Plan and Executive Budget Summary (p. 72/82)

Outreach

- Adopt-a-school: Benjamin Franklin – reading/talking to youth, engaging in play activities
- Sojourner Family Peace Center
- MADACC
- YMCA
- MPS
- Boys & Girls Club
- Milwaukee Rescue Mission
- Pathfinders
- Autism United
- MFD 150th Anniversary
- National Night Out
- CommsCoach press event
- Social media accounts: FB, Instagram, LinkedIn
- Interagency coordination successes: working with MKE County OEM on common CAD
- Public education efforts (when to call 911, non-emergency alternatives)

Goals & Priorities for the coming year

• Operational Goals:

- Call answer times rate: NENA and NFPA Standard*
 - 90% within 15 seconds, 95% within 20 seconds
- Call creation time for high priority calls from answer to ready-for-dispatch <60 sec.*
- Time to Dispatch High Priority calls, from dispatch-ready to units-enroute < 30 sec.*
- Quality Assurance Emergency Medical Dispatch (EMD) calls should see a marked improvement from 2025 levels and be within 20% of the accreditation standard.
- Overtime Reduction 10% decrease in overtime hours through improved scheduling efficiency.
- Maintain Certification Compliance of 100% for UCT, Supervisor and Manager positions.
 - Most require 24 CDE for recertification.

*NFPA Standard 1225

Goals & Priorities for the coming year

- **Staffing:**

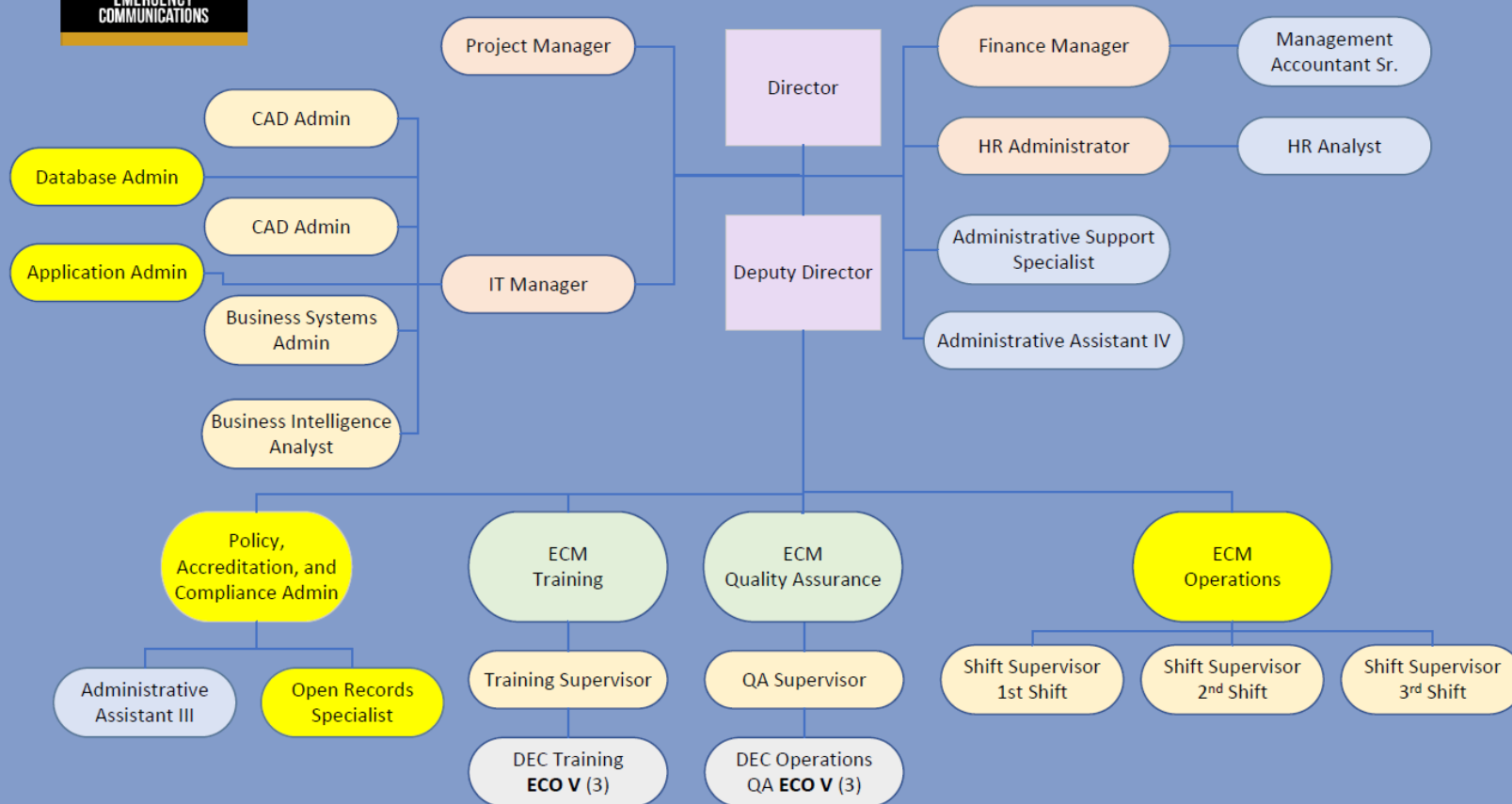
- New temporary FT assignment for a Policy, Accreditation & Compliance Administrator
- UCT class of 9 started Feb. 2nd
- UCT fall recruitment of up to 12 people
- New Information Services and Technology (IST) Manager
- New IT unit within DEC:
 - 2 roles to be added in 2026, 1 role to be added in 2027
 - More direct management responsibilities for systems and applications.
- Different structure for Operations

Goals & Priorities for the coming year

Proposed Org Chart



Future State



Goals & Priorities for the coming year

- **Technology & Infrastructure:**

- New phone system & Automatic Abandoned Call Back
- Text-to-911 & Automatic Text Back
- RAVE alerting
- Migrate to ESInet
- New CAD system planning
- Voice-to-text translation & transcription
- AI SkillLab: Call simulator for Medical
- CommsCoach full rollout
- 3rd floor Renovations

Goals & Priorities for the coming year

- **Training:**

- UCT: Fire-to-Police cross-training (4-week program)
- UCT: new hires started in Feb (9)
- Supervisor: Fire-to-Police training (3)
- Dispatcher: Police cross-training to Fire (5)
- Dispatcher: Law enforcement (up to 7)
- Biannual In-Service
- Leadership Development Program
- NENA – Reset, Refuel and Restore

Goals & Priorities for the coming year

- **Policies & Procedures**
 - Complete review, update and consolidation of all policies & procedures within the DEC
- **CALEA readiness for Mock Assessment in January 2027**
- **ACE Accreditation**

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