2026

Legislative Reference Bureau

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EMERGENCY COMMUNICATIONS

City of Milwaukee

2026 Proposed Plan and Executive Budget Review

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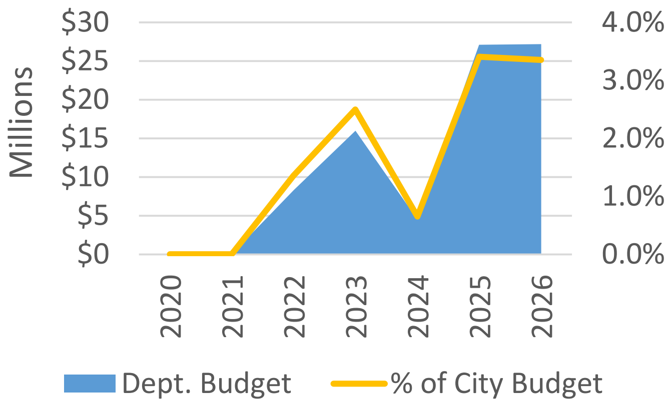
Budget Hearing: 9:00 am on Thursday, October 9, 2025

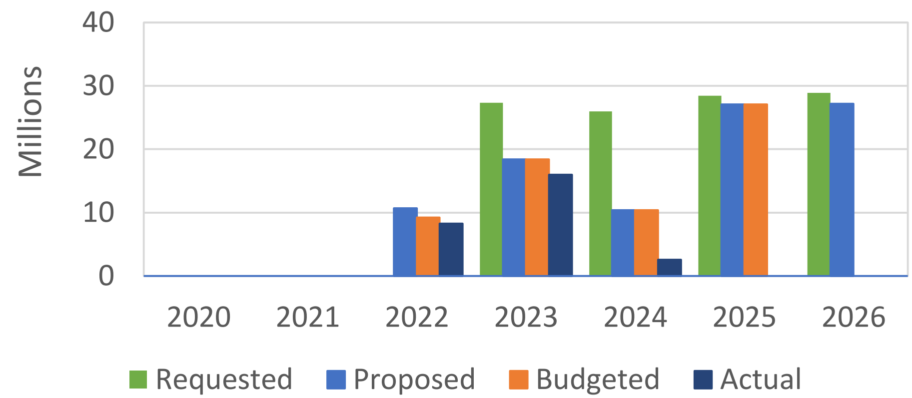
Emergency Communications

$27,171,944	+$77,360	-$1,710,573	$28,882,517
Proposed 2026 Budget	Overall Change from 2025	Difference from Requested	Requested 2026 Budget

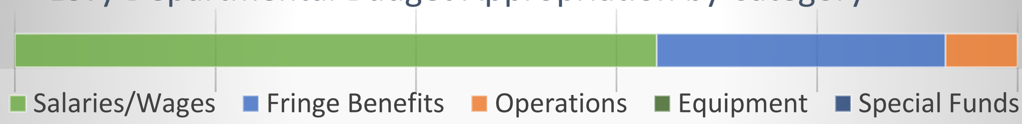
Total Departmental Budget



Comparative Funding

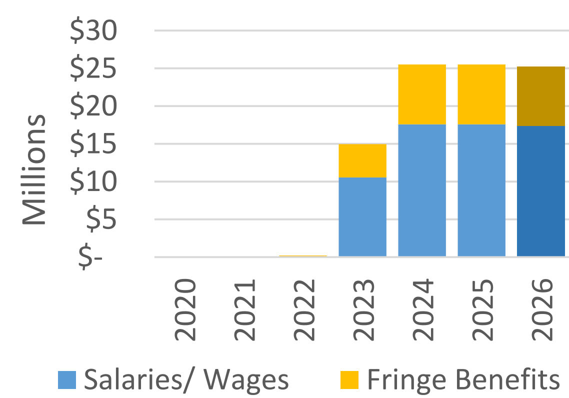


Levy Departmental Budget Appropriation by Category



Salaries/Wages	Fringe Benefits	Operations	Equipment	Special Funds
$17,390,996	$7,825,948	$1,955,000	$0	$0
64%	29%	7%	0%	0%

Personnel Budget



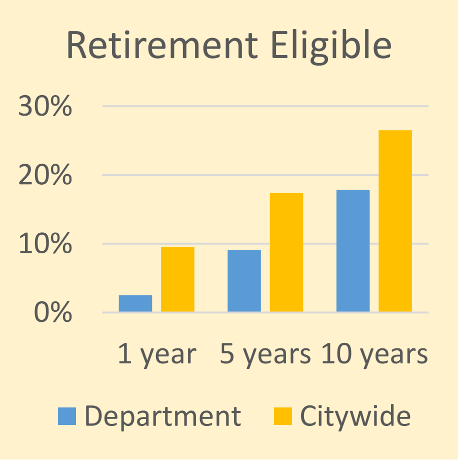
Emergency Communications

-1.18%

Change in Salaries and Wages from 2025 Adopted Budget.

-$209,336

Change in Salaries and Wages from 2024 Budget.



-1 Change in Positions	**-0.4** % Change in Positions
40 Current Vacancies	**13** Voluntary Separations In 2025

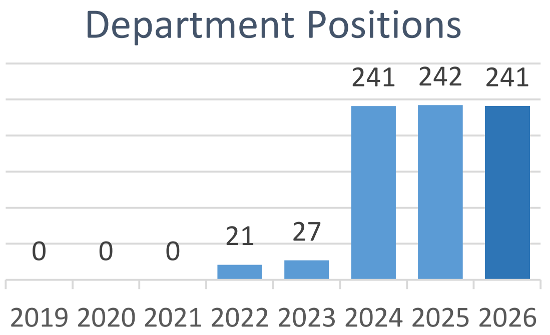
Staffing Update

Change	Position
+1	EC. Info Sys. And Tech Manager
+1	EC Project Manager
-2	Business Systems Administrator
+2	EC System Administrator
-1	Admin. Assistant IV
+1	Admin. Assistant III
-1	EC Supervisor-QA
-1	EC Supervisor-Training
-3	EC. Officer V-QA
+2	EC Supervisor
+19	EC Lead
+183	EC Officer V
-3	EC Officer V-Training
-184	EC Officer IV
+1	EC. V-Lead (Floor Oper.)
-1	**TOTAL**
(EC = Emergency Communications)	

Staffing Vacancies

Vacant	Position
1	Management Accountant – Senior
19*	EC Officer V
19*	EC Lead
1	EC IT Manager
40	**TOTAL**

*Fifteen (15) Emergency Communications Officer V will be promoted to Emergency Communications Lead positions effective October 12, 2025. After this date, there will be 30 vacant EC Officer V positions and 4 vacant EC lead positions.



Emergency Communications

$1,955,000

The Department's
Operating Expenses in 2026,
an increase of $380,898 or 24.1%
from 2025.

$232,000

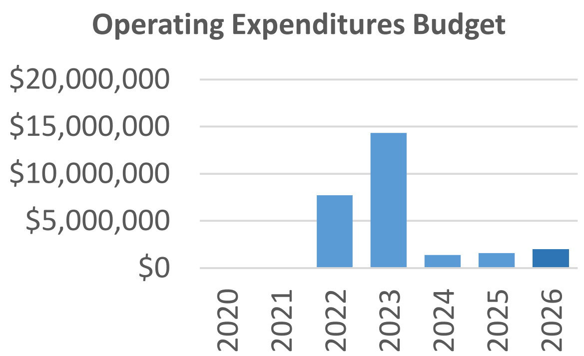
Cost of reimbursing
other departments,
down by $88,000 from 2025.

$0

Capital Improvements
appropriations for 2026.

$0

Equipment funding for 2026.



Revenue

There are no revenues for this department.

Special Purpose Accounts

There are no Special Purpose Accounts related to this department.

Grants

There is no grant funding for this department.

Capital Programs and Projects

There is no capital funding for this department.

Emergency Communications

$1,181,000

Cost of Information Technology Services, compared to $190,593 in 2025.

97.8%

Percentage of 911 calls answered within 20 seconds in 2025, up from 97.1% in 2024.

97.6%

Percentage of 911 calls answered within 15 seconds In 2025, compared to 96.7% in 2024.

Special Funds

There are no Special Funds for this department.

Service Plans in 2026

The Department plans to establish new key performance metrics, continue to improve dispatch protocols, and conduct multi-agency disaster simulations with MPD, MFD, Office of Emergency Management, and Milwaukee County partners.

Unified Call Taker Implementation

The Unified Call Taker (UCT) program is a dispatch system where all call-takers are trained to handle police, fire, and medical emergency 911 calls. The transition to this system has been a primary focus of the Department since its inception, requiring the transfer of dispatch personnel from the police and fire departments, training provision, and other obstacles.

The Unified Call Taker Program reached 100% implementation in February of this year. The Department cites the transition to the UCT program as the driving force behind a 23-second reduction in time to dispatch response for medical calls.

I/CAD v9.4 System (Intergraph Computer Aided Dispatch)

The City successfully switched over to the I/CAD system on Feb. 20th, 2024, and passed the 30-day reliability test period with no serious issues. This system is currently seen as an interim solution, and the City has until February, 2028 to decide if it will switch over to Hexagon's OnCall System.