

# PUBLIC SAFETY ENHANCEMENT PROGRAM (PSEP)



Presented by the Fire and  
Police Commission  
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# PUBLIC SAFETY ENHANCEMENT PROGRAM (PSEP)



- **The PSEP is an initiative comprised of numerous projects that all have the same goal – Improve 9-1-1/Emergency Communications Center and public safety operations. PSEP objectives include:**
- **Improve the quality of City of Milwaukee 9-1-1/Communications, Law Enforcement, Fire/Rescue, Emergency Medical & Emergency Management work products**
- **Improve MPD/MFD response times to life critical incidents**
- **Improve the safety of citizens and public safety personnel**
- **Streamline MPD/MFD workflows and business processes**
- **Combine MPD/MFD 9-1-1/Call Processing and Dispatch operations**
- **Establish new MPD/MFD unified workflows, business processes, procedures and training protocols**

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- **Provide a common operating picture for MPD/MFD to ensure real-time situational awareness and information sharing**
- **Establish and measure 9-1-1/Emergency Call Center (ECC) operations performance based on public safety industry performance metrics (e.g., APCO, NENA, NFPA)**
- **Develop a Technology Master Plan for all enterprise-wide public safety systems – 9-1-1, CAD/Mobile, radio, GIS/mapping Logging & Recording, etc.**

**Enhance the ability to complete statistical analysis, and data mining to:**

- Improve crime fighting initiatives
- Identify trends and patterns, hot spots & frequent flyers
- Improve the ability to make data driven decisions
- Measure the effectiveness of strategies and tactics in a timely manner



# COMPONENTS

## **Governance and management structure**

- Create a new Emergency Communications Center (ECC) organization
- Establish a new unified governance structure comprised of the ECC, MPD, MFD and ITMD
- Develop ECC strategic goals and objectives

## **Standards**

- Leverage and implement public safety industry standards, guidelines and best practices that will be employed for the new Emergency Communications Center
- Establish actionable performance metrics to measure the quality of Emergency Communications Center operations

## **Technology - Procure and implement technology systems that will enhance public safety operations**

- 9-1-1 system – RFP process completed. Solacom selected. Implementation in-progress
- Computer Aided Dispatch/Mobile/Business Intelligence System – RFP process in progress
- Enhance City Geographical Information System (GIS/mapping) data to public safety grade

## **Operations**

- Develop new workflows, business processes, policies and procedures that will improve public safety operations
- Configure new systems to meet the desired operational objectives
- Train personnel to proficiency to fully leverage new technology systems

# WHAT ROLE DOES THE EXECUTIVE STEERING COMMITTEE (ESC) PLAY IN GUIDING THE IMPLEMENTATION OF THIS PROGRAM?



**The ESC is a unified command that provides:**

- **Executive direction regarding goals and objectives**
- **Assignment of resources to ensure the initiative is successfully completed in a timely manner**



# TO WHAT EXTENT IS THE AUTHORITY AND STRUCTURE OF THE ESC CODIFIED IN ANY SORT OF WRITTEN DOCUMENT, SUCH AS A CHARTER?



- **At this time, there is no formal City directive, authority or new organization structure.**
- **The ESC is operating from a charter created by current ESC members to meet the desired Public Safety Enhancement Program (PSEP) objectives. The committee is looking for wider approval to codify its authority.**
- **Currently monitored by the Fire and Police Commission (FPC)**