

Department of Emergency Communications Mission

The mission of the Department of Emergency Communications (DEC) is to provide professional, time efficient and operationally effective Emergency Communications services to the citizens of the City of Milwaukee and the Police and Fire Departments.



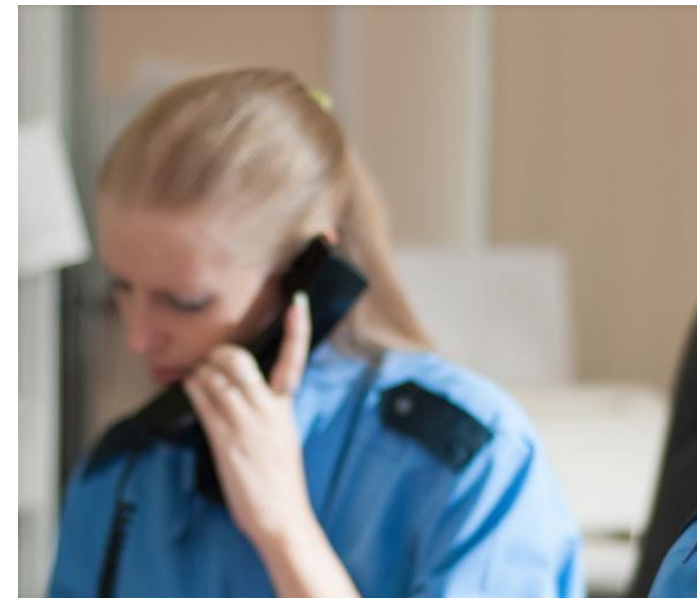
Purpose

City of Milwaukee Ordinance Chapter 390-3
the Department of Emergency Communications shall:

- Maintain and improve the quality of 9-1-1 services.
- Assure equity in emergency communications responses.
- Incorporate nationally accepted public safety standards, best practices and guidelines into department policies and procedures.
- Establish metrics for assessing 9-1-1 calls and emergency communications center operations based on public safety industry standards.
- Implement rules and policies as directed by the fire and police commission.
- Implement operational response guidelines and protocols for emergency situations as directed by the fire chief and the chief of police.
- Serve as the city's public safety answering point and designated point of contact for first responders, including 24-hours-per-day, 7-days-per-week, 365-days-per-year dispatch services for emergency and non-emergency call-answering, radio monitoring and transmissions, and computer-aided dispatch to support the public safety efforts of the Milwaukee police and fire departments and the public safety departments of surrounding municipalities.

Community Goals and Initiatives

- Consolidation of MPD and MFD Emergency Communications Centers (ECC)
- Create and stand-up a new City organization – Department of Emergency Communications
- Continuous Enhancement of 9-1-1 system
- Combine MPD and MFD onto a single CAD/Mobile system
- Enhance Call Taker/Dispatcher staffing
- Ensure personnel and technology performance/workload meet public safety industry standard, guidelines and best practices
- Incorporate Universal Call Taker



360 degree view Goals and Initiatives

Key Initiatives

- Increase Center Staffing
 - ❖ 43 Additional Positions Requested
 - Improve ECC Performance Metrics
 - Sufficient Staffing to migrate onto a single CAD system
 - Establish Minimum Mandatory Call Taker Staffing
 - Stand-Up DEC Operations Management Structure
 - 18 Positions Promoted Internally
 - Implement a Universal Call Taker Initiative
- Staffing Analysis Completed May 2022
 - Staffing recommendation based on historical data, best practices, current operations, and subject matter expert personnel



360 degree view Goals and Initiatives

- Call Processing Performance Metrics
 - NENA Call Processing Standards
 - 9-1-1 Answer Times
 - 90% <=15 seconds
 - 95% <=20 seconds

| MPD | NENA Standards (Emergency / 911 Only) | |
|-----------|---------------------------------------|--------------------|
| | Required Goal | Suggested Goal |
| | 90% ans'd <= 15secs | 95% ans'd <=20secs |
| Month | | |
| January | 85.5% | 87.2% |
| February | 88.4% | 89.9% |
| March | 83.1% | 84.9% |
| April | 77.1% | 79.3% |
| May | 74.2% | 76.7% |
| June | 67.5% | 70.3% |
| July | 70.5% | 73.2% |
| August | 72.5% | 75.1% |
| September | 78.4% | 80.5% |
| October | | |
| November | | |
| December | | |

| MFD | NENA Standards | |
|-----------|---------------------|--------------------|
| | Required Goal | Suggested Goal |
| | 90% ans'd <= 15secs | 95% ans'd <=20secs |
| Month | | |
| January | 77.1% | 82.2% |
| February | 79.7% | 84.9% |
| March | 78.1% | 82.7% |
| April | 77.6% | 74.4% |
| May | 78.2% | 81.7% |
| June | 74.7% | 78.2% |
| July | 73.6% | 77.6% |
| August | 77.2% | 80.4% |
| September | 80.9% | 83.2% |
| October | | |
| November | | |
| December | | |

*NENA = National Emergency Number Association

360 degree view Goals and Initiatives

Key Initiatives

- Increase Center Staffing
 - Allows for Minimum Mandatory Staffing
 - Improves Performance Metrics
 - Enables All Incoming Emergency Calls to be Answered
 - Reduces Call Queue (Wait) Times
 - Reduces Abandon Calls (Unanswered)
 - January –September 2022
 - MPD Abandon Call Total 60,699
 - 50,505 Called Back
 - MFD Abandon Call Total 3,392
 - 68 Called Back



360 degree view Goals and Initiatives

Increase Center Staffing:

- Enables Transition of MFD/MPD ECC's to the DEC
 - Stand-Up Operations Management Structure
 - 6 Managers
 - 12 Supervisors
- Continuity of Operations
 - Consistency of Services
 - Improves Dispatch and Incident Response Times
 - Universal Call Taker
 - Eliminates Internal Call Transfers
- Training
 - New Hire
 - In-service
 - Certifications
- Quality Assurance/Quality Improvement
 - Tier Approach to consistent QA
 - Live Floor Monitoring
 - Random Call Selection
 - Selected Call Type Review

