Department of Emergency Communications (DEC)
Status Report November 2022

Goals

- 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 standards, guidelines and best practices

- Incorporate Universal Call Taker position

Key Initiatives for DEC Infrastructure

Accomplishments as of November 2022

- Telecommunicator Salary Increase & Compression Matrix

- Communication Plan

- Stand-up DEC Administrative infrastructure
  - Develop and implement job descriptions and hiring process for key administrative personnel
  - Administrative Hiring Process
  - Job Descriptions Summary / Initial DEC Phase I Responsibilities
  - Onboarding Key Administrative Personnel

- Logistics – Temporary plan for DEC Admin personnel

- DEC network access, equipment and request

- Develop DEC File, Records Storage and Website

- Develop Administrative Policies and Procedures

- DEC 2023 Operating and Capital Budget

- **Improve Telecommunicator (TC) Hiring Process / Staffing**

- Develop DEC Telecommunicators Applicant Review Standards (ARS)

- Develop a Phased Organization Chart

- DEC ORI and City Ordinance Chapter 390 Revision

- MFD Emergency Communications Personnel Transition to DEC
  - position authority and payroll responsibilities

- **Develop Master DEC Transition Plan**

Creating a formulized methodology with due dates, tracking and accountability
- Job Posting
- 911 Critical testing, scheduling, grading
- Interview scheduling and administration
- Timely submissions to the FPC in all required phases of the process
- Background and CJIS submissions
- Standardize Civilian Applicant Review Process
- Scheduling medical and phycological exams
- **Consistent communication with applicants throughout the hiring process**

Other future initiatives
- Create a continuous hiring process
- Create a robust recruiting process

Working with contracted vendors to ensure timely scheduling and results
- Medical Clearance
- Psychological Clearance

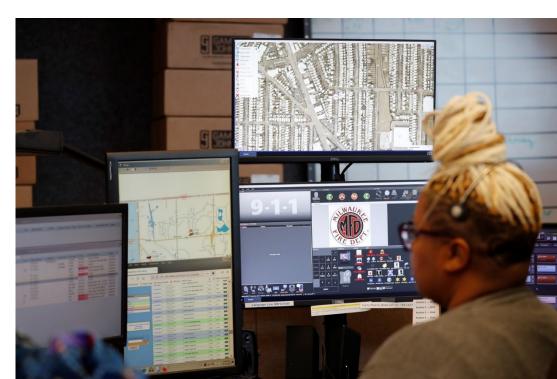**Separating the appeals process from the hiring process**
- The hiring process continues for qualified applicants while the appeals process is initiated for applicants who did not pass and wish to appeal
  - Background, medical and psychological
- Applicants who win their appeal are placed in next hiring group

Staffing Impacts…

- Retention

- Training

- Performance Metrics (Call Taking and Dispatch)
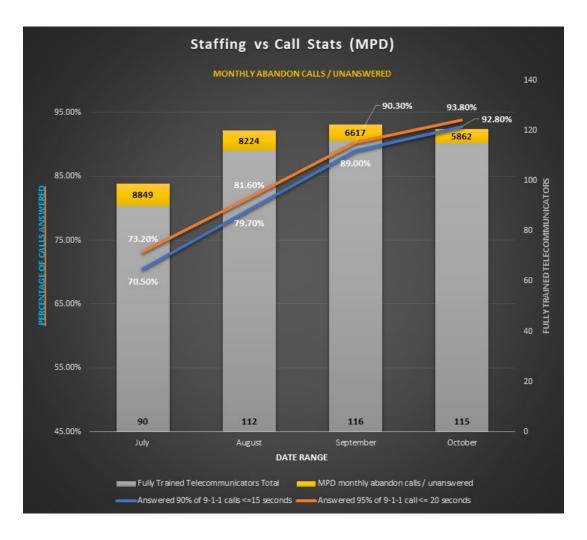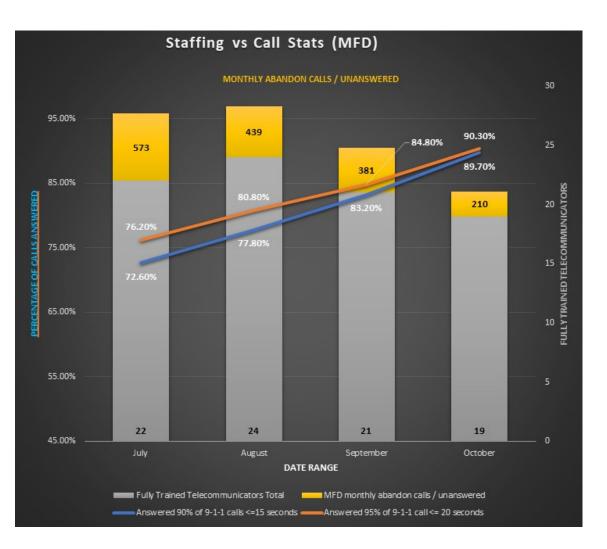
- Service

- Schedules

- Culture

9-1-1 Call Answer performance metrics can be influenced by a multitude of factors including:
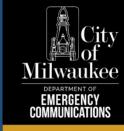- Season – Winter, Spring, Summer and Fall
  - Day or Week
  - Time of Day
  - Busy Hour Periods of Time ▪ Known – Morning rush hour, after school, evening rush hour, etc.
- Incident related – Traffic crash at major intersection
- Sustained Peak Workload – Severe weather event
- Special Event – Holiday, festival
- Weather
- Local events
- Emergency Communications Center (ECC) staffing
- ECC workflows and business processes
- 9-1-1 call volume
- Non-emergency/Admin call volume
- Scheduling
- Other factors

- Finalizing Transition plan models

- Meeting with SME Team to obtain input for each option

- Socialize updated model options with stakeholders

- Identify viable options

- Comprehensive plan for each viable option

- Final assessment of transition model option

- Findings and recommendations for Executive Steering Committee directions

Questions?

City of Milwaukee
DEPARTMENT OF
EMERGENCY
COMMUNICATIONS