

1. Information regarding whether and how many MPD dispatchers are cross-trained.

There are 69 MPD Dispatchers that are cross-trained, which includes 1 in training. The department has a total of 128 call takers and dispatchers.

2. Holiday pay information relating to 911 operators, including whether there are any incentives and compared to other departments that have requirements to work on holidays.

Current state for MPD is that City Ordinance 350.1 is followed where the employee working on a holiday will receive the holiday pay as 1.5 times pay for the hours worked. The optional holidays, Caesar Chavez and Juneteenth – as determined by the department head, allow an employee who complies with that department's advance notification requirements and who requests an optional holiday off to receive that day as a paid holiday in lieu of receiving a paid holiday for one of the other holidays specified under s. 350-1 that the employee designates, as long as the designated day is within the same fiscal year.

The Milwaukee Fire Department has a slightly different way of handling the holiday pay as listed in subchapter 350.2, Fire equipment dispatchers and fire dispatch supervisors shall receive 11 days off per calendar year in lieu of holidays or holiday pay, earned at the rate of 0.9167 days for each calendar year. This holiday time-off shall be taken in the calendar year in which it was earned.

DPW uses a floating holiday system as described in 350-2 (2.5) as determined by the commissioner of public works, employees assigned to the sanitation services section or the fleet services dispatch section may receive on day off per calendar year in lieu of the New Year's Eve holiday or holiday pay. This holiday time-off shall be taken in the following calendar year.

The DEC is in discussion with DER, Nicole Fleck, to implement a unified holiday pay system for both MPD and MFD to follow the standards of the City of Milwaukee Ordinance subchapter 350-1 as it relates to holiday and optional holiday processes and compensation.

Provide historical tracking of budgets of Dept. of Emergency Communications & the 911 operations units of the Fire Dept. & Police Dept., the change in funding and staffing over time, and the plan for 2024 related to staff providing DEC services.

The plan for the 2024 DEC in regards to staffing is to hire (6) Emergency Communications Managers and (15) Supervisors to support the transition of the DEC and floor operations within the Emergency Communications Center (ECC). The DEC has reclassified the Telecommunicator and Dispatch positions to an Emergency Communications Officer (ECO) position which ranges from level I to level V. There are (184) positions of authority that will convert the Telecommunicators and Dispatchers to the ECO I - IV, with approximately (30) open positions to fill in 2024. There are (15) ECO V positions that will be hired in 2024, and will serve as a Lead position that will assist daily operations and Shift Supervisors.

The DEC has an established administrative staff that is responsible for planning, personnel, purchasing, technology, and research. A new Systems Administrator and a Business Intelligence Analyst has been hired in Q4, 2023. One of the planned goals is to develop a Quality Assurance and Training program division to monitor and track all services provided within the ECC. Quality Assurance (QA) will allow the DEC to assess personnel, workflows and standard operating procedures to ensure best practices, and 9-1-1 emergency services to the city are being met. In 2024, the DEC will be hiring a (1) Training and (1) QA supervisor plus (3) ECO V training positions and (3) ECO V QA positions to support each division.

In Q2, 2024 the department anticipates hiring a permanent Director of Emergency Communications. Additionally, in 2024 the new Director will look to hire a Deputy Director to complete the organization command roles.

The change in funding was due to in the previous DEC budget MPD and MFD Telecommunications staff's salaries were being paid through a reimbursement account. In 2023, the DEC obtained payroll authority over both the MPD and MFD ECC personnel, and therefore the operations and reimbursement accounts, were moved to salaries in the 2024 budget.

The goal of the DEC is to set and maintain minimum staffing requirements established through several staffing analyses conducted in 2022 and 2023 based on call volume, and other personnel factors that identify staffing needs. The criteria for staffing will assist the DEC in meeting the National Emergency Number Association (NENA) call answering standards, which recommends 90% of incoming 9-1-1 /emergency calls to be answered within 15 seconds and 95% of all 9-1-1 / emergency calls within 20 seconds. NENA standards are only one component within emergency communications that are measured. Staffing also impacts call handling, customer service, call instruction, dispatch and resource allocation. All are measured through Computer Aided Dispatch (CAD) and other public safety and business analytical software that will be utilized within the DEC.

In addition to Staffing, advanced technology including the new CAD, GIS upgrade, Emergency Medical Dispatch (EMD) software, and other interfaces and initiatives such as the universal call taker (UCT) will have a direct impact on Public Safety, response and all areas of service within the DEC.