



MILWAUKEE COUNTY
OFFICE OF THE SHERIFF
Detention Services Bureau



DATE: Wednesday, August 28, 2019

TO: Scott Manske, Milwaukee County Comptroller
Willie Johnson, Jr., Milwaukee County Supervisor
James "Luigi" Schmitt, Milwaukee County Supervisor
John F. Weishan, Jr., Milwaukee County Supervisor
Kathleen Ehley, Mayor of Wauwatosa
Julie Siegel, Village President of Whitefish Bay
Pamela Bryant, Capital Finance Manager, Office of the Comptroller
Vince Masterson, Capital Budget Coordinator, Office of Performance, Strategy and Budget

FROM: Denita Ball, Chief Deputy, Office of the Sheriff
Aaron Dobson, Jail Commander, Office of the Sheriff
William Duckert, Assistant Jail Commander, Office of the Sheriff

CC: Chris Abele, County Executive
Theodore Lipscomb, Sr., Chairman of the Board of Supervisors
Raisa Koltun, Chief of Staff, Office of the County Executive
Kelly Bablitch, Chief of Staff, Board of Supervisors
Teig Whaley-Smith, Director, Department of Administrative Services
Joe Lamers, Director, Office of Performance, Strategy and Budget
Andy Carrion, Senior Business Analyst, Information Management Services Division

RE: Capital Project Request WO28901, CJP Intercoms and Door Controls Replacement

Background

The Milwaukee County Criminal Justice Facility is the structure containing the Milwaukee County Jail, a secure detention facility that primarily houses pre-trial and pre-sentenced inmates. The efficient and secure operation of the detention facility is ensured by an electronic intercom and door control system housed in a central control room ("Master Control"), which governs all entrances and exits, thereby restricting inmate movement, separating secured and unsecured areas, and preventing unauthorized access to the facility. Inmate management is dependent on the continued operability of the intercom and door control system as it governs all cell doors, housing unit doors, doors leading into booking, and doors allowing staff to efficiently enter and exit inmate housing areas.

The existing intercom and door control system, installed in 2012, is outmoded and regularly malfunctions. The system has failed on several occasions in the recent past, resulting in some occasions in outages exceeding 24 hours, and presents a high risk of lengthy or permanent outages in the future. In 2019 alone, the system has failed three times. On two occasions, the failure was system-wide, resulting in a full shutdown, and on one occasion the failure was confined to one housing unit.

If the intercom and door control system were to fail again, Master Control would immediately lose centralized management of the facility and a facility-wide lockdown would be implemented. The loss of the intercom system would directly impact the safe and efficient operation of disciplinary and mental health housing units. Inmates locked in their cells could no longer communicate via the medical emergency button in each cell (a component of the intercom system connecting inmates with staff who can respond to emergencies). As a result, on third shift (from 10:00 p.m. to 6:00 a.m., while inmates are asleep), additional officers would need to be assigned on overtime to each housing unit to ensure an immediate response in the event of a medical emergency.

Additionally, all doors in the facility would shift immediately to manual operation, requiring correctional officers to open all facility doors with keys. Such a shift would compromise the integrity and security of the CJF, isolating correctional officers assigned to housing units from their peers assigned to floor control, emergency response and other duties. The assignment of additional correctional officers on overtime, an unadvisable practice given the already-routine use of mandatory overtime and its correlation with rapid employee turnover, would be required to ensure appropriate staffing levels in the now-isolated housing units. Furthermore, the insertion of physical keys or keycards into a correctional environment is an unadvisable practice, due to the serious security implications of an inmate gaining access to those items.

Urgency of Replacing the Existing Intercom and Door Control System

With the support of the Information Management Services Division, the Office of the Sheriff is requesting funding in the amount of \$2,207,200 to replace the existing, outmoded intercom and door control system. The mechanics of the replacement involve the incorporation of existing hardware, including electronic locks and door mechanisms, into a system sustained by new servers and software. Currently, one outmoded server alone controls all intercoms and doors within the system, an unadvisable arrangement prone to disruption and system failure. If it were to crash, the entire system would be taken offline. The vendor which supplied this system is not able to provide the necessary service or replacement components.

As replacement parts for this equipment are no longer available, we intend to replace the outmoded server with a multiple source system, comprising both the old server and a new server while enabling the two server systems to be independent of one another. This arrangement would allow the replacement of the entire intercom and door control system without significantly disrupting facility operations. Furthermore, under a multiple source system, if one server crashed, the other server would immediately assume control over the area governed by its peer system.

The necessity of avoiding a facility-wide interruption of the intercom and door control system precludes a piecemeal or multi-year replacement process. Such an approach would require the maintenance, separately, of both the old server and the new server without integrating both into a multiple-source system. This is technologically unadvisable as the systems may be incompatible with one another if administered separately; furthermore, this could lead to disruptions in the efficient management of the system by Master Control. For instance, four system-control monitors would need to be operational within Master Control (two to govern the old system and one to govern the new system), requiring the staffing of an additional officer in the control room.

It is estimated by the Information Management Services Division that the cost of a multi-year replacement process would exceed that of a one-year process, given the multitude of complications that would result from an extended process. Furthermore, it is imperative that the warranties on any newly-acquired system components do not expire before the completion of the entire system. If this replacement

project is staggered over the course of more than one year, it is likely that the warranties will have expired on those components which were installed first. Although specific information on future system warranties is dependent on the outcome of a future RFP, and information on past system warranties is unavailable, a quote for the House of Correction's recent door control project offers a limited warranty of 18 months post-equipment delivery for system hardware.

Request

It is the request of the Office of the Sheriff, joined by the Information Management Services Division, that funds approximating \$75,000 be appropriated to the Office of the Sheriff (4000) in calendar year 2019 to enable the expeditious planning and design of the requested project. It is also requested that the remainder of the requested \$2,207,200 be administered to the Office of the Sheriff in calendar year 2020 to implement the replacement of the existing, outmoded system.

The Office of the Sheriff recognizes that this request, while previously targeted for implementation in 2020, may not have been accorded the urgency required by the rapid decline in operability of the existing technology. During 2019, the agency's new administration, which entered office on January 7, has conducted thorough reevaluations of agency infrastructure needs, in accordance with industry best practices and in consultation with subject-matter experts, including the staff of the Information Management Services Division. It is the conclusion of the current administration, of its career law enforcement and correctional administrators, and of its partners in county administration, that the prompt replacement of the existing system is essential to the safe and efficient management of the jail facility.