



**DEPARTMENT OF
ADMINISTRATIVE SERVICES**
Milwaukee County Courthouse
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Milwaukee, WI 53233
(414) 278-5353 (Voice), 711 (TRS)

TO: Milwaukee County Board of Supervisors Finance Committee

FROM: Aaron Hertzberg, Director of Administrative Services

DATE: October 20, 2023

RE: File 23-895 Request for additional information related to the addition of four public safety officer positions in 2024

As discussed during the Budget Presentations from both the Sheriff's Office and the Department of Administrative Services, 4 additional public safety officer positions are funded to support security of the Courthouse Complex and Vel Phillips Facility. Public Safety Officers provide the first line of service and security for individuals visiting these facilities. This includes monitoring access control, preventing weapons and prohibited items from entering the complex, incident monitoring/reporting, concierge services, and crime deterrence. Having additional staffing will better position us to fully staff entrances. It also provides increased flexibility during periods of turnover, peak hours, and extra duty requests. While there has been consideration of opening additional entrances or changing screening protocols, no final determination has been made. The additional officers are seen as necessary to support the existing operations as recommended by the Sheriff's Office and DAS-Facilities newly hired Security Director.

Public safety starts with creating positive first impression for visitors to build trust and credibility in our protocols. Visitors often come to the facilities for difficult and stressful reasons and are navigating an unfamiliar environment. With lower staffing levels lead to several challenges including, but not limited to, understaffed or closed access points, employee burnout/stress, reduced service quality, longer waits to enter the facility, and increased tension between visitors and staff. This increases the safety and security risk for all stakeholders.