

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: December 15, 2021

To: Supervisor Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Lynn J. Fyhrlund, Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services

Subject: From the Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services, requesting authorization for the Department of Administrative Services and the Comptroller's Office to Transfer \$396,203 from the 2021 Org. Unit 1940-1945 Appropriation for Contingencies to create a new 2022 capital project for 911 compliance remediation

File Type: Action

REQUEST

The Director and Chief Information Officer, Information Management Services Division (IMSD), Department of Administrative Services (DAS) requests authorization for the Department of Administrative Services and the Comptroller's Office to transfer \$396,203 from the 2021 Org. Unit 1940-1945 Appropriation for Contingencies to create a new 2022 capital project for 911 compliance remediation.

POLICY

Wisconsin State Statutes:	59.60(9)(a)
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BACKGROUND

Two Federal laws affecting 911 services require Milwaukee County to execute a capital project to remediate non-compliance. The first law is Kari's Law, which had a deadline of February 16, 2020. The second law is the Ray Baum's Act of 2018, which had a deadline of January 6, 2021, for wired devices and January 6, 2022, for wireless devices.

Kari's Law ensures that anyone can reach a 911 call center when dialing 911 from a multi-line telephone system (MLTS). Under the statute, MLTS vendors and manufacturers must configure new phone systems to support the direct dialing of 911. The system must also send a notification to a central location on- or off-site, such as a front desk or security kiosk. The notification will provide an alert that a 911 call was placed and include a callback number and information about the caller's location.

Ray Baum's Act emphasizes the importance of making dispatchable location information from all 911 calls available to Public Safety Answer Points (PSAPs), regardless of the technological platform used. The FCC states, "dispatchable location means a location delivered to the PSAP with a 911 call that consists of the validated street address of the calling party, plus additional information such as suite, apartment, or similar information."

In Fall 2021, Information Management Services Division (IMSD), Department of Administrative Services (DAS) was made aware of these laws via the phone and voicemail upgrade project vendor (Integration Partners). IMSD met with two vendors regarding solutions to achieve compliance with both laws. IMSD has selected one of the two vendors based on software and system functionality being the best fit for the size and scope of Milwaukee County and its phone system.

The scope of this requested capital project is to provide a software solution to enable the required capabilities to achieve compliance with both laws. If approved, work will begin in April 2022 and be completed on or before December 31, 2022. The cost estimate includes software, implementation, training, project management, telecom contractor labor, and three years of vendor maintenance and support.

ALIGNMENT TO STRATEGIC PLAN

2A: Determine what, where, and how we deliver services to advance health equity.

FISCAL EFFECT

The request will increase capital expenditures for 2022 by \$396,203 through the use of 1940-1945 Appropriation for Contingencies.

TERMS

April 2022 through December 2022

VIRTUAL MEETING INVITES

- Lynn Fyhrlund – Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services
- Tod Huber – Chief Technical Officer, Information Management Services Division, Department of Administrative Services
- Matt Johnson – IT Director Governance and Business Solutions, Information Management Services Division, Department of Administrative Services

PREPARED BY:



Lynn J. Fyhrlund
Director and Chief Information Officer
DAS – Information Management Services Division

APPROVED BY:



Aaron Hertzberg
Director of Administrative Services
Department of Administrative Services

ATTACHMENTS:

Fiscal Note

Resolution

CC: David Crowley, County Executive
Supv. Jason Haas, Chairperson, Finance and Audit Committee
Supv. Willie Johnson Jr., Vice-Chairperson, Finance and Audit Committee
Mary Jo Meyers, Chief of Staff
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Janelle M. Jensen, Legislative Services Division, Office of the County Clerk
Aaron Herzberg, Director of Administrative Services
Margaret Daun, Corporation Counsel
Scott B. Manske, Comptroller
Joseph Lamers, Director of Performance, Strategy & Budget
Amy McKinney, Sr. Budget and Management Analyst
Elena LaMendola, Financial Manager, Central Business Office
Steve Cady, Research Director, Comptroller's Office
Shanin Brown, Finance and Audit Committee Coordinator