

**COUNTY OF MILWAUKEE**  
**INTEROFFICE COMMUNICATION**

DATE: 9.23.2019  
TO: Theodore Lipscomb, Sr., Chairman, County Board of Supervisors  
FROM: Christine Westrich, Director, Office of Emergency Management  
SUBJECT: From the Director of the Office of Emergency Management (OEM),  
requesting authorization to create four (4) OEM Hourly 911 Dispatchers  
to provide a surge capacity during staffing shortages and special events

**REQUEST**

The Director of the Office of Emergency Management (OEM) respectfully requests adoption of this resolution for the creation of four (4) OEM Hourly 911 Dispatchers to provide surge capacity during staffing shortages and special events

**BACKGROUND**

The Office of Emergency Management's 911 Division answers both emergency and non-emergency 911 calls, dispatches Milwaukee County Sheriff's Office squads, assists District Attorney investigators, and provides liaison services for countywide paramedics transporting trauma patients to local hospitals.

Our OEM 911 Dispatchers are public safety lifelines and when staffing shortages occur, officer and public safety are in jeopardy. New Dispatcher training takes approximately 4-6 months in order to safely contribute on the operations floor. An OEM Hourly 911 Dispatcher can provide a surge capacity, notable during special events which require a dedicated Dispatcher for up to six hours, the OEM 911 Communications Center can safely maintain the day-to-day operations of 911 call-answering and dispatching without degradation.

The OEM Hourly 911 Dispatcher would be responsible for the duties of a Full-Time Dispatcher:

- Operate the 911 emergency answering system efficiently
- Create CAD incidents for all calls answered
- Operate the CAD and radio systems
- Monitor and operate auxiliary radio talk groups
- Request and receive TIME System Portal Messages
- Alert authorities and public on Emergency Notifications/Civil Defense
- Monitor Wisconsin Department of Transportation (DOT) Cameras
- Answer 90% of all incoming 911 calls within 10 seconds
- Monitor duress alarms for the Courthouse Complex, County Grounds, and

additional County buildings.

- Stress Management
- Perform Dispatcher-Assisted CPR with 911 bystanders
- Other duties and special projects as assigned

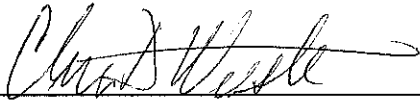
**RECOMMENDATION**

It is recommended that four (4) additional OEM Hourly 911 Dispatcher positions be created to fill the increasing operational needs of the OEM 911 Division.

**FISCAL IMPACT**

The salary of OEM Hourly 911 Dispatchers would originate from the current overtime budget and therefore would not have any budgetary impacts.

Title	No. of Positions	Title Code	Pay Grade	Org. Unit
Dispatcher Hourly	Four (4) Hourly	TBD	16Z	4801



Christine Westrich  
 Director, Office of Emergency Management

Attachments: RESOLUTION  
 FISCAL NOTE  
 Job Evaluation Questionnaire

CC: Chris Abele, County Executive  
 Supervisor James "Luigi" Schmitt, Chair, Committee on Finance & Audit  
 Supervisor Eddie Cullen, Chair, Committee on Personnel  
 Finance & Audit Committee Members  
 Personnel Committee Members  
 Raisa Koltun, Chief of Staff, Office of the County Executive  
 Kelly Bablitch, Chief of Staff, County Board of Supervisors  
 Joseph Lamers, Director, DAS-Performance, Strategy and Budget (DAS-PSB)  
 Lindsey Shreves, Fiscal and Management Analyst, DAS-PSB  
 Steve Cady, Research & Policy Director, Office of the Comptroller  
 Janelle Jensen, Committee Clerk  
 Shanin Brown, Committee Coordinator, Finance & Audit and Personnel  
 Committees