Office of Emergency Management

2024 Annual Report to the Milwaukee County Board of Supervisors

MILWAUKEE COUNTY

Strategic Plan

- Build Organizational Strength
- Increase Partnerships
- Maximize Use of Data and Information Technology

Office of Emergency Management's Goals	Milwaukee County Strategic Objective Alignment	2027 Office of Emergency Management's Targets	We will know we're successful when...
Build Organizational Strength	1A,1B, 2B, 2C	Investments in employee training and development, foster an inclusive culture and a stronger, more effective OEM.	Employee trainings are part of regular business, and employees have consistent learning opportunities that enhance their ability to advance the County vision.
		Every division creates and implements its own strategies that enhance the employee experience in at least one of the following areas: teamwork, communication, and/or adaptability.	More employees agree that "There is a strong feeling of teamwork."
Increase Partnerships	2A,2B, 2C, 3C	Increase participation and outreach in OEM's emergency preparedness and response training	Citizens, regardless of race and ethnicity, now feel more prepared through widespread training, supply kits, and communication for emergency plans.
		Enhance emergency response through coordination, speed, and efficiency contributes to improved patient outcomes and community safety.	Establish measurable improvements in interactions with first responders during emergencies, including Shared Services, natural disasters, and active assailant situations.
		Enhance coordination and regionalization of EMS system through leveraging of partnerships	Implementation of regional Community Paramedic approach, centralized logistics tracking, regional service delivery model, and systemwide data sharing.
		Improve responder communication and fluidity and border to border continuity	There is seamless and immediate communication, significantly faster response times in the community, and increased interoperability, including successful integration with Emergency Medical Dispatch (EMD) and Public Safety Answering Point (PSAP) systems.
Maximize Use of Data, Information Technology	2A, 2B, 2C, 3A, 3B	Harness the power of data, information, and technology within OEM to drive bold strides toward achieving health equity across Milwaukee County	We establish a Health Information Exchange (HIE) that facilitates timely and comprehensive access to patient health information across healthcare providers and emergency responders.
			Full migration of physical OASIS core to hosted secure cloud-based platform (WGRSN)
			Develop modeling to assess status and measure intervention(s) (dashboards, EVE Model, etc.). Also focus on increasing data literacy.
		Data analysis informs decision-making and improves patient outcomes.	Visible trends that show improvements to community health within data sets and models are developed.
		Maintain a reliable and redundant radio communications platform, with robust cyber protection measures.	Full deployment of the County-wide PSAP cyber-security plan, including RSUS/MDR software.

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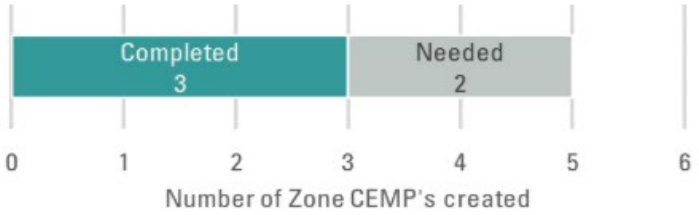
Score Card

OFFICE OF EMERGENCY MANAGEMENT STRATEGIC GOALS

Every zone has developed a Comprehensive Emergency Management Plan by December, 2026.

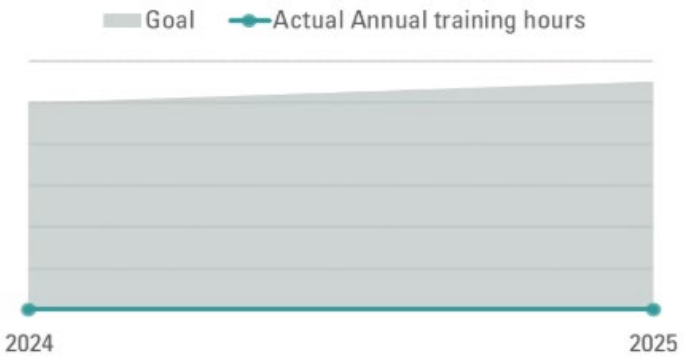


These five zones represent all of Milwaukee County.

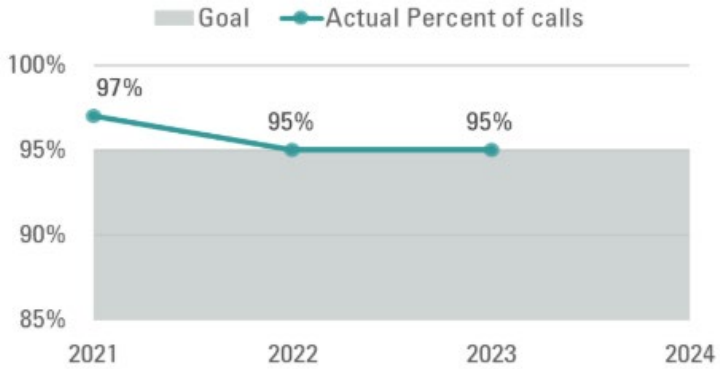
Establish two new outreach initiatives by June, 2025.

OEM will identify and implement new community outreach initiatives so that more community members are trained and equipped to become more resilient.

Increase annual employee training hours by 10%.



95% of emergency calls are answered within 10 seconds or less.



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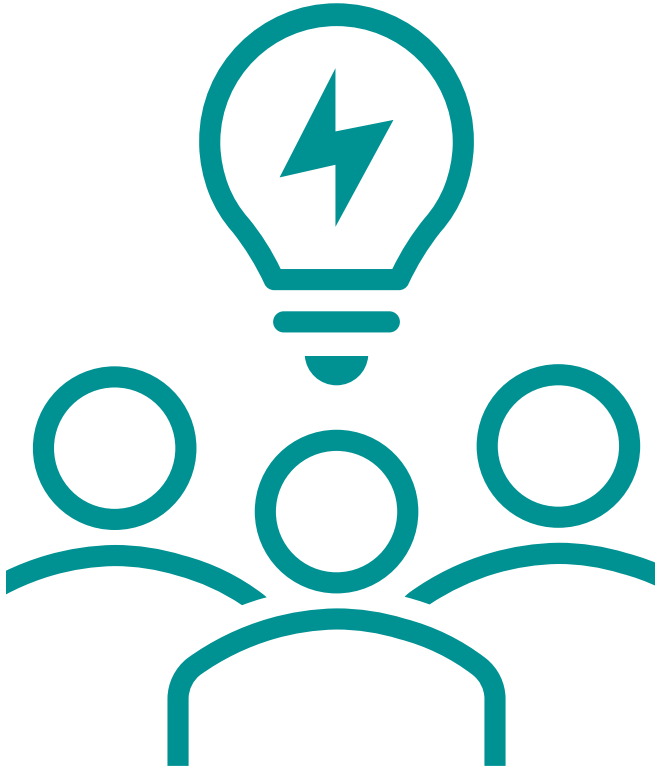
Goal 1:
Increase Outreach Efforts

The Emergency Management Division increased partnerships by establishing new outreach efforts through our participation in the Southeastern Wisconsin Corporations and Organizations Active in Disaster (COAD) partnership. Emergency Management is part of the Board of Director's for the SE WI COAD and works directly with many of our key, non-governmental organization partners that play a vital role in the response to and recovery from a major incident or disasters.



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Goal 2: Increase Partnerships

In 2024, the EMS Division formed new partnerships through its involvement with the Overdose Public Health and Safety Team (OD-PHAST), a multi-disciplinary group focused on reviewing data and conducting case reviews for fatal overdoses. OEM's active role in OD-PHAST fosters collaboration with local fire departments developing Mobile Integrated Health (MIH) teams for overdose follow-ups and referrals. With nearly $2.4 million in Opioid Settlement Fund (OSF) awards, OEM is supporting these efforts to enhance Milwaukee County's emergency response and community outreach.

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Goal 3:
Upgrade Communications Infrastructure

The OASIS system core was upgraded to a cloud-based solution, WiPSN (Wisconsin Public Safety Network), transitioning from the physical infrastructure in Waukesha. This upgrade was completed at no cost to the County, utilizing existing Motorola contracts. Motorola provided all new hardware, fully refreshing the older OASIS system core. The upgrade enhances the region's redundancy, reliability, flexibility, scalability, and interoperability.

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Goal 4:
Increase Communications Efficiency

With $3.6 million in American Rescue Plan Act (ARPA) funding, the Radio Division fully replaced the OASIS Microwave Backhaul Network. The new system redesigned the microwave antenna pathways to enhance efficiency and reliability, improving responder communication. It also increases data capacity, provides added redundancy, and allows for future system expansion.

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Goal 5:
Upgrade Radio Equipment

The Radio Division replaced outdated radios for the Milwaukee County Sheriff's Office (MCSO) using funding from the APX 7000 radio replacement capital project. The new APX NEXT radios from Motorola provide advanced features to improve first responder communication. These radios can automatically switch from traditional radio signals to LTE, enhancing redundancy and coverage in areas with previous radio limitations, such as large buildings or locations outside the existing network's reach. They also include GPS capabilities, allowing incident commanders and dispatchers to track responders on a map for better situational awareness.

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Other highlights from 2024 - RNC

- In 2024, OEM played a critical role in supporting the Republican National Convention (RNC), managing the extensive workload required to ensure the event proceeded without major safety issues. OEM staff participated in over 15 of the 27 subcommittees focused on event coordination, safety, and security. During the event week, OEM personnel staffed several key operational centers, including the Multi-Agency Coordination Center (MACC), the local Emergency Operations Center (EOC), the Joint Information Center (JIC), and two dispatch centers, ensuring continuity across all four OEM Divisions.

- **911 Division**:
  - Staffed two dispatch centers to increase capacity and safeguard operations.
- **Emergency Management Division**:
  - Co-Managed the RNC EOC, coordinating local, state, and federal resources.
- **Radio Division**:
  - Coordinated radio equipment for federal and state agencies, ensuring continuous support.
- **Director's Office & EMS Division**:
  - Staffed the MACC, centralizing critical information during the event.

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Other highlights from 2024

Milwaukee County EMS Whole Blood Initiative

- **First in Wisconsin**: Milwaukee County is the first EMS system in the state to offer whole blood transfusions in the field.
- **Life-Saving Care**: Paramedics administer whole blood at the scene to improve survival rates for trauma patients. Blood carries oxygen whereas IV fluids do not carry oxygen.
- **Partnerships**: Collaboration with Versiti Wisconsin and Wisconsin Diagnostic Laboratory Blood Bank.
- **Pilot Success**: Launched with the Wauwatosa Fire Department, now expanded to South Milwaukee, Greendale, North Shore and Milwaukee.
- **Impact**: The success of this program underscores Milwaukee County's commitment to advancing prehospital care and improving survival rates for trauma patients.
- **Future Expansion**: Aiming for full county-wide adoption, setting a national precedent for prehospital care.

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Looking forward to 2025

- CAD Study – OEM has fully funded a comprehensive study to upgrade or replace our existing Computer-Aided Dispatch (CAD) system, aimed at improving public safety across the county. This initiative explores the potential benefits of incorporating technological advancements to enhance efficiency, response times, and data management. Our goal is to ensure that public safety services are accessible, equitable, and enhanced by the latest technology for all members of our community.
- Health Information Exchange Expansion - EMS is creating data connections to patient care records and the hospitals to allow for bi-directional exchange of information. This will improve data integrity and provide more data for analysis as now more outcome information will be available to the EMS system to analyze and inform clinical practice improvement. This will also better scrutinize billing information which should help streamline billing to insurance and the patient.
- Fireground Radio efficiency - OEM will be working with the municipal fire departments to establish a fireground radio template. This template will enhance redundancy, create a stronger connection to the radio system, and provide advanced features like recordability and LTE as a connection option.

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