

Improving Emergency Response Outcomes

Office of Emergency Management, Milwaukee County, WI

June 2026

Milwaukee County Emergency Communications Environment

County Overview

- 928,000 residents
- 19 municipalities
- 12 PSAPs
- Milwaukee City Dept. of Emergency Communications serves approximately 62% of county population
- Three PSAPs currently serve multiple municipalities



Current State Assessment

Primary goal

Consider the feasibility of regionalization in some form.

Secondary goal

To provide County PSAPs with benchmarking against standards, best practices, and industry experience that they can use for internal planning and initiatives.



Participation varied significantly across agencies

Fragmentation & Operational Consequences

Current Environment

- 12 PSAPs
- Multiple governance structures
- Multiple technology platforms
- Multiple operational models

Operational Consequences

- Transfer-dependent workflows
- Information sharing challenges
- Reduced situational awareness
- Increased workload
- Service variability across jurisdictions

OEM-911 received approximately 64,000 transfers and transferred approximately 38,000 calls in 2024.

Regionalization Feasibility v. Readiness



Is regionalization FEASIBLE?

Evidence of Feasibility

- Existing consolidations
- Planned consolidations
- Fire service open-border response
- NG911 initiatives
- Existing regional asset

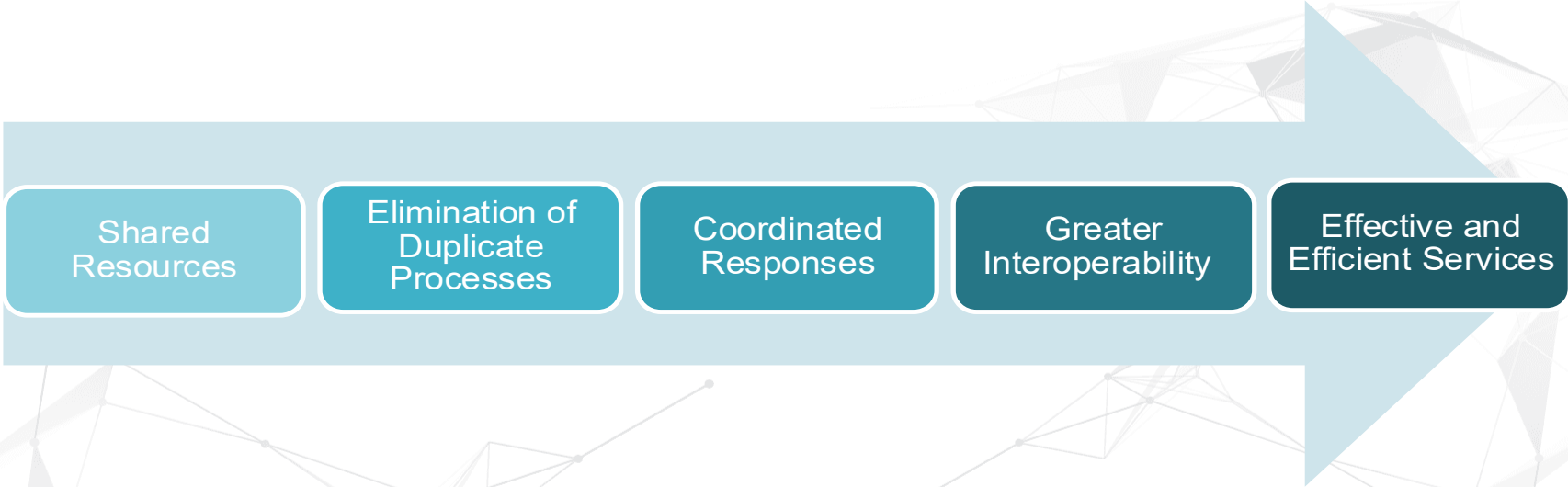


Is the system READY?

Indicators of Limited Readiness

- Limited participation
- Historical municipal competition
- Limited shared policies
- Limited countywide PSAP coordination
- Law enforcement / fire service governance divide

Benefits of Regionalization



Shared
Resources

Elimination of
Duplicate
Processes

Coordinated
Responses

Greater
Interoperability

Effective and
Efficient Services

Practical Opportunities

CAD Alignment

- Improves information sharing and interoperability

Countywide PSAP Coordination Structure

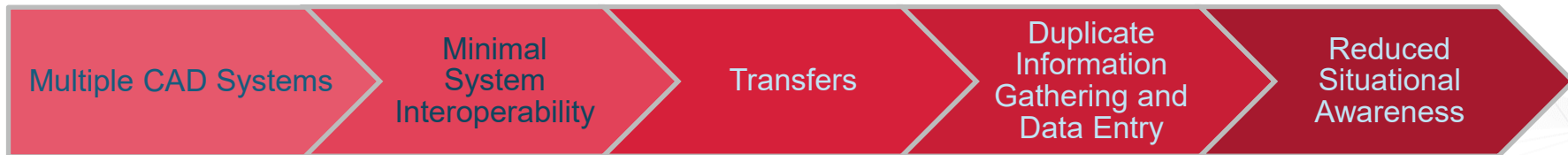
- Creates a forum for planning communication and shared initiatives

Shared Policies and Procedures

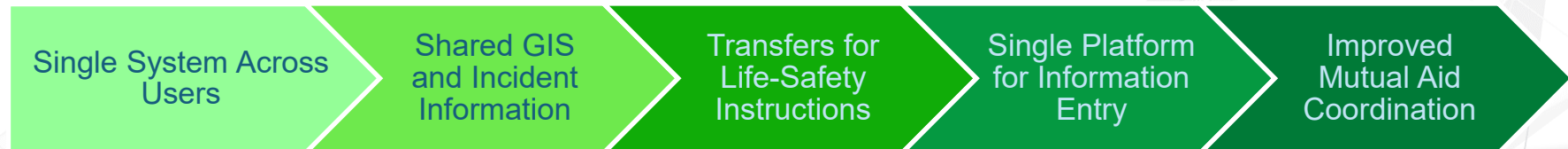
- Improves consistency and cross-jurisdictional coordination

Shared CAD as the Foundation

Current State



Future State



Building Blocks for Future Regionalization

Operations

- Fire service open-border response model
- Existing programs and foundations that can be scaled for consolidation

Technology & Systems

- Existing regional radio infrastructure (WiPSN/OASIS)
- Statewide ESInet implementation

Facilities

- New OEM facility with expansion capacity
- Existing consolidated communications centers

Key Takeaways



Feasibility vs. Readiness

Regionalization is feasible, but readiness remains limited.



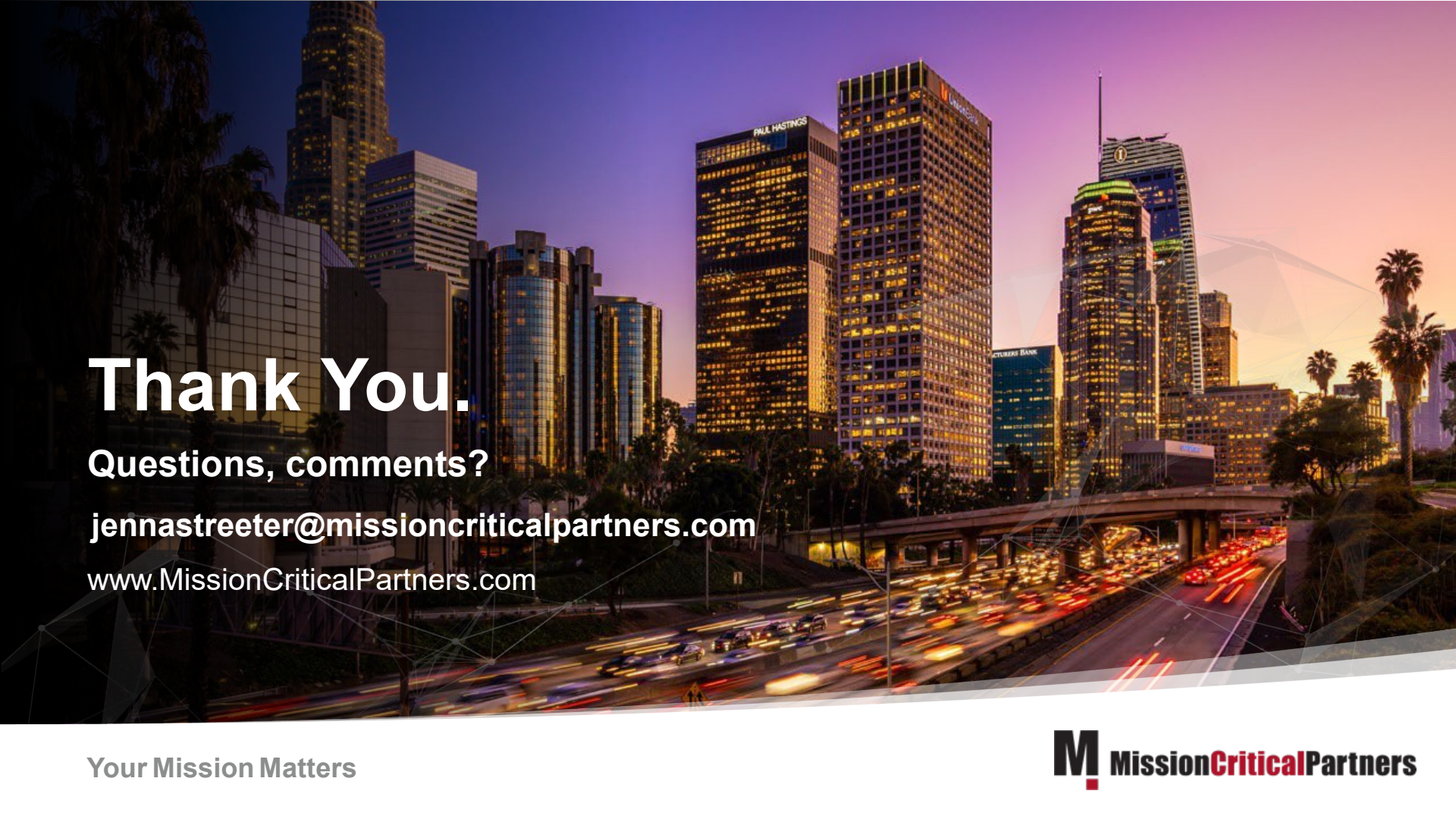
Operational Inefficiencies

Fragmentation creates operational inefficiencies and transfer-related delays.



Shared CAD Opportunity

A shared CAD environment represents the most practical near-term path forward and can improve interoperability and coordination.



Thank You.

Questions, comments?

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