

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 22, 2022

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

From: Cassandra Libal, Director, Office of Emergency Management

Subject: From the Director, Office of Emergency Management providing an Informational Report to demonstrate the County's role in emergency management.

File Type: Informational Report

REQUEST

Providing an Informational Report to demonstrate the County's role in emergency management, as provided by the Office of Emergency Management (OEM).

BACKGROUND

At the request of the Chairwoman, OEM is providing an informational report on emergency management in the County. The intent is to equip current and newly elected members of the Board with information to better serve their constituents.

ALIGNMENT TO STRATEGIC PLAN

Describe how the item aligns to the objectives in the [strategic plan](#):

- 1A: Reflect the full diversity of the County at every level of County government
- 1B: Create and nurture an inclusive culture across County government
- 1C: Increase the number of County contracts awarded to minority and women-owned businesses
- 2A: Determine what, where, and how we deliver services to advance health equity
 - OEM partners with the 14 Fire/EMS agencies to coordinate 911 access.
- 2B: Break down silos across County government to maximize access to and quality of services offered
- 2C: Apply a racial equity lens to all decisions
 - OEM leverages EMS data to inform practice and identify opportunities for improvement
- 3A: Invest "upstream" to address root causes of health disparities
 - OEM leverages EMS data in a unique way to understand the community's health. We plan to partner with other county agencies to reach our citizens to create awareness and promote access to healthcare.
- 3B: Enhance the County's fiscal health and sustainability
- 3C: Dismantle barriers to diverse and inclusive communities

BODY

Director's Office

The Office of Emergency Management is supervised and managed by Director Cassandra Libal and Deputy Director Chris McGowan. Together the Director and Deputy Director provide oversight for each of the four other divisions, advance strategic goals and program development to align emergency operations and preparedness across the county, as well as between local, county, and state governmental units.

EMS

The Emergency Medical Services Division of the Office of Emergency Management (OEM-EMS) provides direction and other services to each of the municipal fire departments that provide emergency medical services to the citizens of Milwaukee County. OEM-EMS provides support by way of several functional areas within the Division, each with a unique directive and mission. These functional areas include Education and Training, Quality Assurance, Data Analytics and Strategy, Special Operations, Medical Direction, and EMS Research. OEM-EMS uses the EMS 2050 Agenda for the Future framework as the guiding principles of the EMS Division. This is an effort at the federal level to advance EMS across the country. The six guiding principles are ensuring people-centered EMS system by ensuring efforts are adaptable and innovative, inherently safe and effective, integrated and seamless, reliable and prepared, socially equitable and sustainable and efficient.

Radio

The Radio Division (OEM-Radio) within OEM is responsible for emergency radio communications, as well as specific communications support for the OEM 911 Communications Division. OEM-Radio's primary work is focused on the management of the OASIS radio system which provides a digital 800Mhz radio network for seventy-seven agencies throughout Milwaukee County including most police and fire departments, public works, State Patrol, etc. The OASIS system currently handles approximately six thousand radios and over 21.1 million push-to-talks annually.

911 Communications

The 911 Communications Division (OEM-911) represents the primary 911 answering point within Milwaukee County. OEM-911 receives 911 calls for eight of the eleven dispatch centers within Milwaukee County and transfers around 100,000 emergency calls for service annually and provides the dispatch function for Milwaukee County Sheriff's Department.

Along with 911 and dispatching, OEM-911 houses the EMS Communications section

which is the primary link between the EMS field providers and receiving hospitals. The EMS Communications provides paging services to each of the hospitals for incoming medical and trauma alerts, coordinates online medical control for providers in the field, and provides CPR instruction over the phone for 911 callers, prior to EMS arrival.

Emergency Management

The Emergency Management Division (OEM-EM) within OEM provides the primary link between local/county agencies, Wisconsin Emergency Management, and FEMA. OEM-EM division develops preparedness plans, evaluates emergency exercises, oversees Local Emergency Planning Committee (LEPC), which informs the County on the status of hazardous materials usage and production within the County, and provides emergency notifications via tornado siren system and Wisconsin Emergency Alert system.

FISCAL EFFECT

The report is informational only and there is no fiscal impact.

VIRTUAL MEETING INVITES

Cassandra Libal
Chris McGowan

PREPARED BY:

Christopher McGowan, Deputy Director, Office of Emergency Management

APPROVED BY:

Cassandra Libal, Director, Office of Emergency Management *Cassandra Libal*

ATTACHMENTS:

None

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk