DATE: 6.20.2016

TO: Supervisor Theodore Lipscomb, Sr., Chairman, County Board of Supervisors

FROM: Christine Westrich, Director, Office of Emergency Management

SUBJECT: Requests the abolishment of one vacant position of EMS Instructor (Title Code 00054820 Pay Grade 18N) and the one vacant position of Clerical Asst 2 (Title Code 00000045 Pay Grade 04P) and the creation of one position of OEM Academic Manager (new position, Pay Range 31M)

Request

The Director of the Office of Emergency Management (OEM) respectfully requests the abolishment of one vacant position of EMS Instructor (Title Code 00054820 Pay Grade 18N) and the one vacant position of Clerical Asst 2 (Title Code 00000045 Pay Grade 04P) and the creation of one position of OEM Academic Manager (new position, Pay Range 31M).

Background

The career path of an emergency management professional is a conglomerate of certificate, degree, and/or apprenticeship programs. OEM recognizes a remarkable opportunity to embark on a regional, and arguably, national schematic for bringing high quality standards to positions within emergency management as urbanization and its accompanying economic challenges bring risk to maintaining a whole community.

The OEM 9-1-1 Communications Center is expanding to include Emergency Medical Services (EMS) Communications, with greater partnerships on the horizon with adjacent Public Safety Answering Points (PSAPs, a/k/a 9-1-1 centers). Dispatcher retention and growth is currently stagnant with little progression other than a supervisory role. However, OEM is creating a strategy for a comprehensive didactic curriculum that creates a career path progressing from 911-Call-Taking, to Fire/Law Enforcement Dispatching, to Emergency Medical Direction, and finally, to a Command Center Watch Officer.

The inevitable expansion of public safety academics is commensurate with the analytical movement underfoot as technology advancements overwhelm all industries with vast amounts of 'big' data. OEM is a collector of this data and has created valuable data sets from Computer-Aided Dispatch and electronic care records.

And, while the data is plentiful, the analysis is a growing challenge. When correctly formed into a data set, the yield is digestable and factual, bringing clarity to policymakers and identifying areas for efficiencies. Major cities in the United States are beginning to bring clear information to the public on open data portals to increase civic engagement and awareness.

OEM recognizes that this development must exhibit uncontested analytics, free from bias, and immersed in quality. The open data capability is already optimized with our partners in Economic Development using Esri's ArcGIS mapping platform for public-facing sites within OEM, to include shelter and medical facilities and evacuation zones.

OEM's data repository, and its quality, is based on the training and expertise of the communicators who heed calls, dispatch first responders on scene, provide medical direction and direct ambulances to the nearest receiving hospital. OEM will partner with surrounding academic institutions to maximize benefit in their research while simultaneously leveraging their established teaching methodologies and diagnostics.

There is a clear link between public safety academics and the data and records gathered by the graduating professionals of such a curriculum. OEM is leading the urban effort towards emergency professional retention through a developed career path, in turn allowing these experts to find reward in the very quality of the data they collect. Their gathered data and its subsequent analytics will impact not only elected officials, but the very public they serve through transparent, open data and through accurate breakdowns of source evidence.

A steep order indeed for one manager, but a step forward towards improving academic and ergo, analytic excellence. The management of not only the academics behind OEM's emergency coordinators but of the analysis of the data they collect is an essential step towards a benchmarking Office of Emergency Management, bringing regional recognition to Milwaukee County, and more importantly, bringing clear information to government leaders to enhance and reform policy for a resilient community.

Recommendation

The Director of the Office of Emergency Management (OEM) respectfully requests the abolishment of one vacant position of EMS Instructor (Title Code 00054820 Pay Grade 18N) and the one vacant position of Clerical Asst 2 (Title Code 00000045 Pay Grade 04P) and the creation of one position of OEM Academic Manager (new position, Pay Range 31M).

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Christine Westrich
Director, OEM

Cc: Chris Abele, County Executive
        Supervisor Peggy A. West, Chair, Committee on Finance and Audit
        Finance and Audit Committee Members
        Raisa Koltun, Chief of Staff, County Executive's Office
        Kelly Bablitch, Chief of Staff, County Board
        Steven Kreklow, Fiscal and Budget Administrator
        Josh Scott, Fiscal and Management Analyst, DAS-Fiscal Affairs
        Steve Cady, Research & Policy Director
        Michael Blickhahn, Director of Compensation/HRIS, Department of Human Resources
        Janelle Jensen, Committee Coordinator, Finance and Audit Committee