

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: March 3, 2025

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

From: Cassandra Libal, Director, Office of Emergency Management

Subject: Computer Aided Dispatch [CAD] System Study

File Type: Passive Review

REQUEST

Report from the Director, Office of Emergency Management, requesting authorization to enter into a purchase service contract with Mission Critical Partners for consultation of evaluation of the Computer Aided Dispatch systems in Milwaukee County.

POLICY

Through the Emergency Management's 911 Division, OEM meets the statutory obligations of Milwaukee County Ordinance Chapter 91. This legal framework provides the authority and guidelines for handling cellular emergency 911 calls initiating first responders to assist Milwaukee County residents.

Milwaukee County Ordinance:	Chapter 91 - CELLULAR NETWORK 9-1-1 CALLS Code of Ordinances Milwaukee County, WI Municode Library
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BACKGROUND

For the last 7 years, OEM has added a CAD system replacement to the Capital Projects. The current vendor is limited in its scope, causing concerns within OEM and with our municipal partners. In 2024, the Capital Projects Committee suggesting contacting a consultant to review the entire Milwaukee County CAD system and provide recommendations on if a replacement CAD is needed and beneficial to the Milwaukee System.

In 2024, we received an unexpected funding surplus, allowing us to move forward with the committee's recommendation sooner than expected.

BODY

The Office of Emergency Management for Milwaukee County is dedicated to ensuring

the safety and well-being of all residents and visitors to Milwaukee County. As a primary public safety answering point for six municipalities within Milwaukee County, it is our duty to ensure we are getting help to our citizens in a timely fashion. In addition to the phone system, we depend on our Computer Aided Dispatch [CAD] system to process the call for first responders and send information about the caller and the emergency. Most municipalities have their own emergency communication center with each emergency communication center, owning their individual CAD system purchased from the same vendor, but operating independently from all others.

When seeking a consultant to determine what Milwaukee needs, we wanted someone that was not influenced by local dynamics, prior engagements or relationships. Mission Critical Partners is a consultant that brings a fresh perspective and an unbiased viewpoint to Milwaukee County. In our opinion, previous consultants like Wilborne and the Wisconsin Policy Forum have been used extensively in both the City and the County. While their work has been satisfactory, we are seeking new insights and impartiality, free from the influence of past collaborations.

As part of Milwaukee County's strategy to be the healthiest county in Wisconsin, it is important that we examine how operational decisions impact the lives of our residents. By taking an unbiased look at the systems and providing suggestions for change, we are intentional in improving outcomes for everyone.

FISCAL EFFECT

The report is informational only and there is no fiscal impact as surplus funds from 2024 have been encumbered to fund this project.

VIRTUAL MEETING INVITES

N/A

PREPARED BY:

Cassandra Libal, OEM Director

APPROVED BY:

Cassandra Libal, OEM Director

ATTACHMENTS:

Fiscal Note
Contract

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