

OFFICE OF EMERGENCY MANAGEMENT

**2025 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.
Maximize Use of Data, Information Technology	2A, 2B, 2C, 3A, 3B	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.
		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 (WiPSN)
			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.

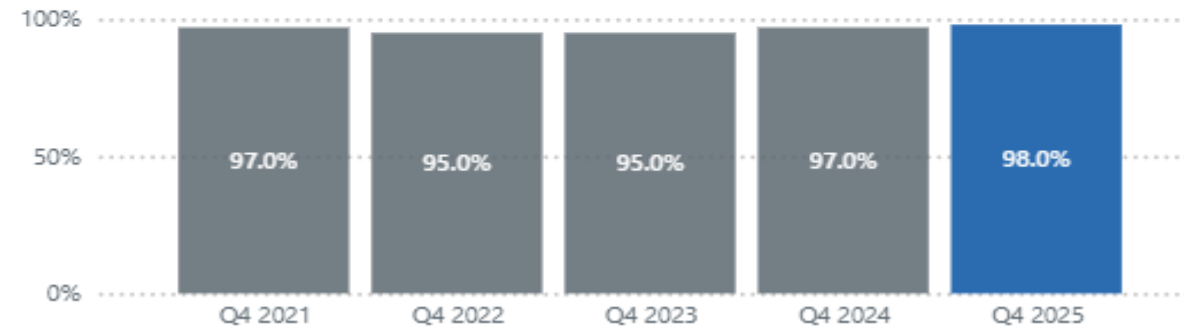


SCORE CARD

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

Each bar shows the total count from the very beginning through that quarter. Numbers keep building up across all years.

Metric status ● Completed ● Historical data



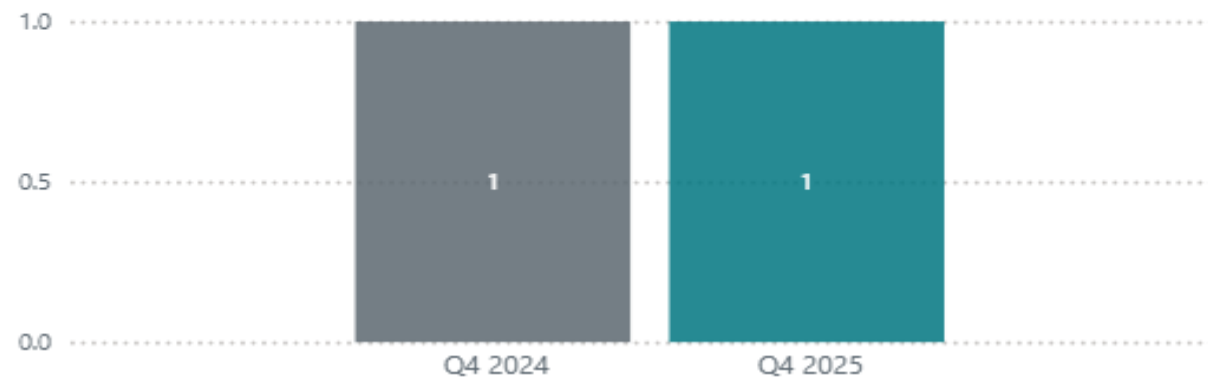
Current metric status:

Completed

Establish two new outreach initiatives by December 31, 2025

Each bar shows the total count from the very beginning through that quarter. Numbers keep building up across all years.

Metric status ● Historical data ● On track



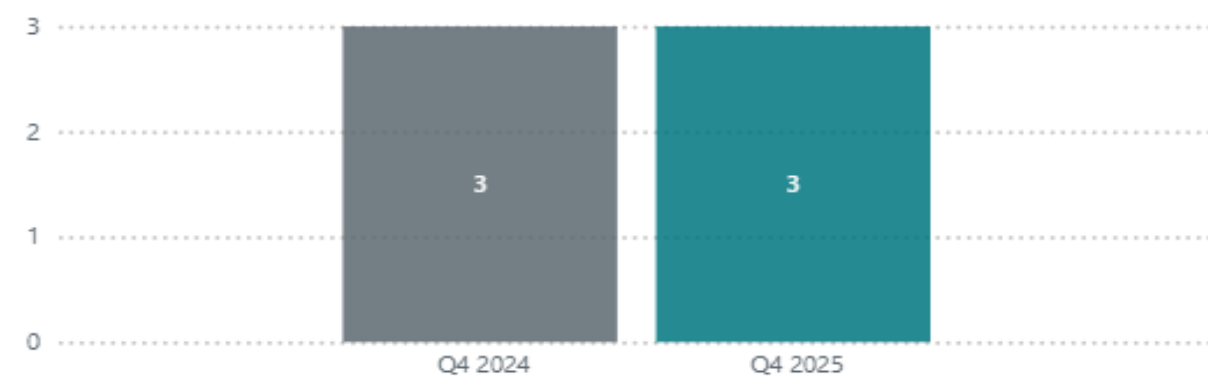
Current metric status:

On track

Develop a Comprehensive Emergency Management Plan for every zone by December 31, 2026

Each bar shows only what happened during that specific quarter or year.

Metric status ● Historical data ● On track



Current metric status:

On track



GOAL 1: INCREASE PARTNERSHIPS / 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.



GOAL 2: INCREASE PARTNERSHIPS

In 2025, 911 Communications sought to expand partnerships by securing a long-term agreement with Milwaukee County Airport Fire to provide communication support. This includes dispatching fire first responders and delivering emergency medical assistance coordination to 911 callers within and around the airport grounds.



GOAL 3: UPGRADE COMMUNICATIONS INFRASTRUCTURE

The Radio Services Division was able to improve responder communication and system reliability with the completion of the upgrades to communication infrastructure and the replacement of the Microwave Backhaul network. With the transition to the WiPSN system (Wisconsin Public Safety Network) and the Microwave Backhaul upgrades being completed in 2024, the focus in 2025 was to maintain system reliability. Weekly updates were pushed out to users in a non-intrusive manner, further strengthening efficiency and reducing the possibility for cyberattacks to the system.



GOAL 4: INCREASE COMMUNICATIONS EFFICIENCY

The Radio Division in partnership with Waukesha County is working to increase radio resilience for our law enforcement users. A workgroup has been established with the surrounding municipalities to discuss changes. The goal is to create a standardized group of talkgroups across the county. This same work is in process, including fire departments, an active assailant response, considering regional and state-wide talkgroups.



Microwave Fixed Access Transportable (FATP) units stage at Infinity's facility in Mooresville, North Carolina.



August 2025 Flooding

Historic Flooding Event (Aug 9–10): 14+ inches of rain; flooding across all 19 municipalities

- 3,400+ homes damaged (50%+ major/destroyed)
- 25,000+ damage reports; disproportionate impact on vulnerable populations
- Widespread infrastructure damage; power outages and water rescues

Financial impact:

- \$57M+ public-sector damages
- \$200M+ in damage to homes/ businesses

OEM Coordination:

- County EOC served as central hub for countywide data, coordination, and situational awareness
- Led damage assessments (PA/IA) and municipal coordination

Recovery: OEM continues to coordinate the Long-Term Recovery with key NGO and volunteer partners.

- Short-term: basement clean-outs, appliance repairs, FEMA case navigation, housing referrals, etc.
- Long-Term: rebuilding



OTHER HIGHLIGHTS FROM 2024:

MILWAUKEE COUNTY EMS WHOLE BLOOD INITIATIVE

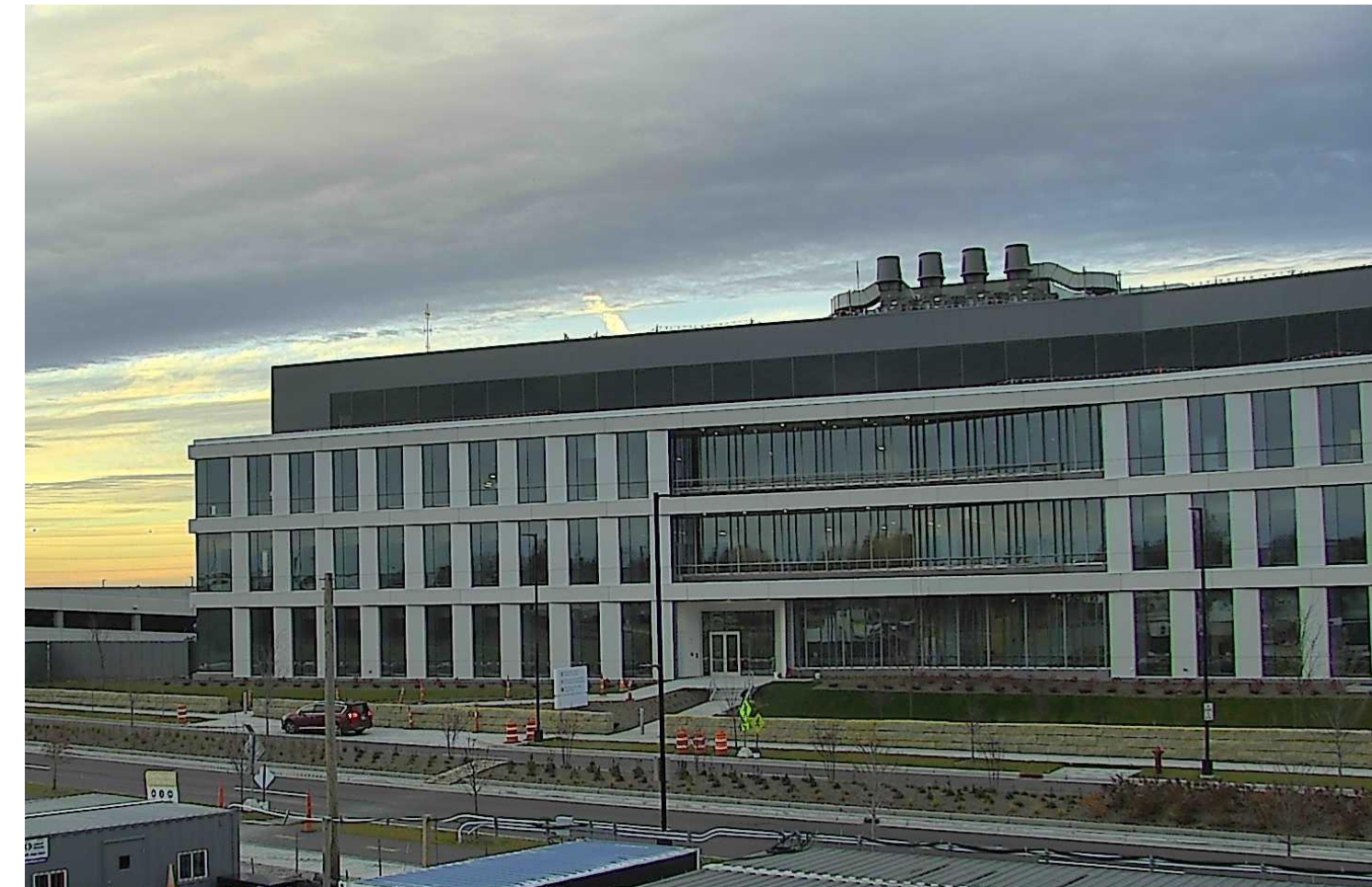
- **First in Wisconsin:** Milwaukee County is the first EMS system in the state to offer whole blood transfusions in the field.
- **Life-Saving Care:** Paramedics administer whole blood at the scene to improve survival rates for trauma patients. Blood carries oxygen whereas IV fluids do not carry oxygen.
- **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.



LOOKING FORWARD TO 2026:

New Facility

- Co-location with Medical Examiner & State Crime Lab strengthens real-time coordination
- Faster, more integrated emergency and forensic response
- Supports unified operations during complex incidents (mass casualty/fatality)
- Expands training, data sharing, and academic partnerships
- Enhances system efficiency, resilience, and innovation
- On-campus with Medical College of Wisconsin: access to clinical expertise, research collaboration, and workforce development opportunities





THANK YOU



**MILWAUKEE
COUNTY**