



Milwaukee County

Office of Emergency Management

Director, Christine Westrich

9.14.2017

Dear Members of the Civil Service Commission:

I respectfully request to transfer the Office of Emergency Management 9-1-1 Communications Division Manager from classified service to unclassified. This position is currently under review by Human Resources for compensation. Also, its presentation to the County Board for reclassification from a Division Manager to a Division Director, is anticipated in the October cycle.

The 9-1-1 Manager (or Director, pending reclassification) is charged with the execution and sustainment of an evolution in the traditional sense of 9-1-1 dispatching for Milwaukee County. This modernization includes a wide breadth of change:

- A Command Duty Officer serving as the eyes & ears of Milwaukee County's operational wellness;
- Federal and state communications mandates no later than 2021 (FIRSTNET and NG911);
- Text-to-9-1-1 services in Milwaukee County;
- Implementation of data-driven IT platforms (FATPOT and PULSARA);
- Comprehensive analytics of that data to include prescriptive optimization models;
- Resulting operational protocol changes of 13 municipal 9-1-1 centers;
- Probable geo-consolidation of these centers; and finally,
- The political will and negotiation acumen to ensure OEM's 911 operations are moved to a modern data center upon demolition of the Safety Building.

The discretion, confidentiality and loyalty of this individual cannot be understated. This position serves the OEM Director as a senior professional liaison with external organizations that include all county first responder agencies such as police and fire/EMS (paramedic) agencies. This means, roles and responsibilities of a "deputy" or "executive officer".

Public safety is steeped in the benefits of home-rule yet this OEM advocate must balance that local control with modernity to ensure every community has the benefits of 9-1-1 and ambulance data; thus, policymakers can make decisions that are unbiased – and achieve the greatest economies. This requires a creative personality that is steadfast to the modernization of 9-1-1 operations, possesses a deep understanding of the power of analytics, and, can keep the peace with a multitude of elected officials.

Thank you for your thoughtful consideration.

Sincere regards,

Christine Westrich

Director, OEM

Attachments: Job Evaluation Questionnaire (JEQ) for 911 Communications Division Director
 OEM Organizational Chart
 Listing of OEM Unclassified Positions and Corresponding Pay Ranges