

Re: Grant Application Readiness chart

Haywood, Michele <mhaywo@milwaukee.gov>

Tue 9/6/2022 10:32 AM

To: Liane Scharnott <lscharnott@baysidewi.gov>

Cc: Kevin A. Koenig <kkoenig@oakcreekwi.gov>

Liane,

I filled in some of the information on the Grant Application Readiness Chart. The City of Milwaukee is interested in being the County's designated Primary PSAP. As previously stated in letters and emails to the ICC Board and OASIS subcommittee, the City disagrees the data in the OEM Readiness Template should be the sole criteria used to designate the County's Primary PSAP. The City has made formal recommendations regarding the process and information that should be used to select the County's Primary PSAP. Additionally, the workload data for the City of Milwaukee in the OEM spreadsheet is not accurate.

Please see the City of Milwaukee's responses to the information provided.

OEM Spreadsheet - Qualifications Needed at the Time of Application

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1. **Proof of Match Funds**

1. OASIS and OEM did not respond to our question regarding this requirement

2. **40 hours of Training**

1. The City PSAP exceeds this qualification

3. **New hire training**

1. The City PSAP exceeds this qualification
2. MPD
 1. Call Takers – 360 hours
 2. Dispatchers – 320 hours in addition to Call Taking training
3. MFD
 1. Call Takers – 240 hours
 2. Dispatchers – 240 hours in addition to Call Taking training

4. **COOP Plan**

1. The City PSAP is compliant with this qualification

5. **Wired and Wireless Calls**

1. The City PSAP answers both wired and wireless calls

6. **Operates 24 hours**

1. The City PSAP operates 24/7/365

7. **Two Communicators on duty at all times**

1. The City PSAP exceeds this qualification with a minimum of 22 personnel working per shift

1. MPD 18

2. MFD 4

8. 90% Answer Time

1. The City disagrees with using 2021 data for this metric. The City created and implemented a Public Safety Enhancement Program (PSEP) that is streamlining City PSAP operations. The improvements achieved from the PSEP initiative are not shown in 2021 data. For example, from 2021 to date the City implemented a new Solacom NG911 system; created a new City Department of Emergency Communication (DEC); approved a significant salary increase for City PSAP personnel; improved the Telecommunicator recruitment and selection process; hired and trained a significant number of new Call Takers; enhanced City GIS data to NG911/Public Safety grade; procured and is in the processing of implementing a new NG911 Tier 1 CAD/Mobile/Business Intelligence system (Q2 2023) and enhanced PSAP workflows and business processes
2. It is important to note State DMA did not realize the 90% 10-second time metric included in the legislation is not the current NENA 15-second standard. DMA is in the process of reviewing options to amend the legislation to match the NENA standard
3. MPD PSAP 2021
 1. *Answers 90% of requests for emergency assistance within 10 seconds – 67%*
 2. *Answers 95% of requests for emergency assistance within 20 seconds – 73%*
4. MPD PSAP Q1 2022 NENA Call Answer Standard Example:
 1. January 85.5%
 2. February 88.4%
 3. March 83.1%

9. Vendor quotes

1. OASIS and OEM did not respond to our question regarding this qualification

10. Consolidation Plan

1. OASIS and OEM did not respond to our question regarding this qualification

11. LIO relationship for NG911 Implementation

1. OASIS and OEM did not respond to our question regarding this qualification

Submitted with the application

1. ESInet Implementation Plan

1. OASIS and OEM did not respond to our question regarding this qualification

2. Proof or Quote for EMD /EMD Agreement

1. OASIS and OEM did not respond to our question regarding this qualification

3. Resolution of designation

1. OASIS and OEM did not respond to our question regarding this qualification

4. Support Letters/Consolidated PSAPs

1. OASIS and OEM did not respond to our question regarding this qualification

*Captain Michele D. Haywood
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From: Liane Scharnott <lscharnott@baysidewi.gov>
Sent: Monday, September 5, 2022 7:45 AM
To: Haywood, Michele <mhaywo@milwaukee.gov>
Cc: Kevin A. Koenig <kkoenig@oakcreekwi.gov>
Subject: Grant Application Readiness chart

Capt. Haywood,

Did you plan on completing the grant readiness chart before the meeting tomorrow? All agencies are completed and filled in with the exception of the City of Milwaukee and West Allis. I reached out to West Allis this morning and wanted to follow up with you.

Let me know if you have any questions.

Respectfully,

Liane

Are you signed up for the [Bayside Buzz](#)?

Liane Scharnott, RPL

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