To: ICC OASIS Subcommittee

From: Captain Michele Haywood
            Milwaukee Police Department

Date: August 9, 2022

Subject: City of Milwaukee Recommendations and Position Regarding Count Primary PSAP
            Designation

Primary PSAP Assessment Process

1. Do not rush the assessment and recommendation to the ICC. The decision will have a significant impact on Emergency Communications Center (ECC) operations in the County.
2. Relevant stakeholders should be engaged. The assessment requires all relevant stakeholders be involved in the process. This includes ECC personnel, Fire/EMS, law enforcement, IT and Emergency Management personnel.
3. The strategic vision for countywide ECC/public safety operations and technology master plan in the County should be a core component of the assessment process.
4. A governance structure to complete the assessment should be established including management of the assessment process; decision making authority; roles and responsibilities; communication plan, document management and conflict resolution.
5. There should be a commitment to accurate, relevant, comprehensive and objective information.
6. The recommendation should be based on agreed upon criteria developed by relevant stakeholders.

Recommended Next Steps

Establish the following for the assessment process:

1. Governance structure
2. Project team: project manager, core team and subject matter expert sub-teams
3. Project plan and schedule
4. ECC/public safety operations and technology master plan strategic objectives
5. Assessment criteria

Establish Priorities for Primary PSAP Grant Funding

1. Identify how grant funding can benefit ECC/public safety operations Countywide and not just the ECC designated as the Primary PSAP.
2. Identify all opportunities that grant funding can be used to benefit ECC/public safety operations Countywide.
3. Identify if grant funding can be used to establish a new model for Countywide ECC/public safety operations that will provide a tangible improvement on ECC/public safety operations.
4. Identify how Countywide ECC/public safety departments can benefit from shared system and services.

Criteria for Primary PSAP Designation

1. ECC capacity and capabilities to provide a tangible benefit to other ECCs
   a. Shared systems
   b. Shared services
2. How the ECC is recommending grant funding be expended to benefit other ECCs in the County
3. ECC roadmap
   a. Strategic objectives
   b. Projects and initiatives
4. ECC current state information
   a. Organizational structure
   b. Staffing
   c. PSAP operations
      i. Call Taking, Dispatch
      ii. EMD protocols
      iii. Fire/all hazard
      iv. Law enforcement
   d. ECC workflows and business processes
      i. Multi-discipline incidents
      ii. Fire/EMS
      iii. Law enforcement
   e. ECC performance metrics
   f. ECC workload
5. ECC industry standards, guidelines and best practices
   a. APCO, NENA, IACP, IAFC
6. Is the ECC NG911 ready
   a. 9-1-1 system
   b. GIS/mapping

7. ECC facility infrastructure
    a. Primary and secondary facilities
    b. Current space
    c. Positions/workstations
    d. Other – Breakroom, offices, etc.
    e. Scalability
    f. Room for growth
8. Technical Infrastructure
    a. Data Centers – Primary and Secondary
        i. Physical security
        ii. Cyber security
        iii. Electrical/UPS
        iv. HCAC systems
        v. Fire suppression
        vi. System monitoring
    b. Networks – LAN/WAN, Wireless
9. Technical Systems
    a. 9-1-1
    b. CAD/Mobile
    c. GIS/Mapping
    d. Admin telephone system
    e. Logging & Recording
    f. Radio system
    g. Business Intelligence/Analytics
    h. PSAP applications – RapidSOS, ProQA, etc.
    i. System interfaces
10. System Functionality
    a. Single Common Operating Picture
    b. Real time information sharing
    c. Allocation and deployment of resources
    d. AVL/Street network calculations for fastest/closest unit dispatching
    e. Multi-discipline response plan
    f. Universal Call Taker
    g. Enhanced GIS/mapping (e.g., geofence, premise hazard, etc.)
11. Technical Systems – Current/Future State
    a. Reliability - Uptime, dependability, resiliency
    b. Redundancy - COOP, Failover, Disaster Recovery

  c. System/application lifecycle - New versus needs to be replaced
  d. Scalability
    i. Ability to scale-up for peak workload
    ii. Ability to onboard other jurisdictions