

**COUNTY OF MILWAUKEE**  
Inter-Office Communication

Date: August 31, 2023

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

From: Cassandra Libal, Director, Office of Emergency Management

Subject: From the Director of Office of Emergency Management, requesting amendments to Milwaukee County General Ordinance Chapter 91 – Cellular Network 9-1-1 Calls, to reflect future agreements between local municipalities and the County to receive 9-1-1 mobile cellular calls at the Milwaukee County public safety answering point.

File Type: Action Report

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**REQUEST**

The Director of the Office of Emergency Management (OEM) respectfully request, the Milwaukee County Code of General Ordinances (MCGO), Chapter 91, Cellular 911 Calls” be amended to, to reflect future agreements between local municipalities and the County to receive 9-1-1 mobile cellular calls at the Milwaukee County public safety answering point.

**BACKGROUND**

The Organization of Affiliated Secure Interoperable RF Subsystems (OASIS) is a digital 800-megahertz public safety radio system shared between Milwaukee County and Waukesha County and each County has radio towers and infrastructure equipment located within its corresponding boundaries. The OASIS Governance Board was established to provide oversight and ensure Milwaukee County “the County” and user agencies “subscribers” comply with the intergovernmental agreement (IGA) that defines the roles and responsibilities of the County and the subscribers. The OASIS Governance Board is responsible for providing, establishing, and implementing operational and technical procedures for the ongoing use of the OASIS system, approval of new users and user fees, and capital and budget recommendations.

The 9-1-1 Special Committee was created as a subcommittee of the OASIS Governance Board in April of 2018, to support the Next Generation 9-1-1 (NG911) infrastructure that will replace aging analog 9-1-1 systems and support the First Responder Network Authority (FirstNet) that provides wireless broadband network for first responders.

At the 9-1-1 Special Committee meeting on August 29, 2019 the Committee reviewed Chapter 91 of the MCGO and proposed changing the title of Chapter 91 “Enhanced 9-1-1 Emergency Telephone Number System” to “Cellular Network 9-1-1 Calls” and updating section 91.09 to read “calls initiated from cellular provider networks within Milwaukee County shall be routed in accordance through intergovernmental agreements between public safety answering point agencies and the Milwaukee County Office of Emergency Management,” was determined by the committee to be necessary as the current language of the ordinance is antiquate. The 9-1-1 Special Committee voted unanimously to advance the proposed ordinance updates to the OASIS Governance Board.

On December 6, 2019 the OASIS Governance Board convened to consider the proposed recommendations from the Special 9-1-1 Committee and voted to amend Chapter 91 section 91.09 of the MCGO to read “calls originating from cellular provided networks within Milwaukee County shall be routed to Milwaukee County Office of Emergency Management or local jurisdiction.

The Office of Emergency Management – 911 Division respectfully requests that the Milwaukee County Board of Supervisors amends Chapter 91 of the Milwaukee County Code of General Ordinances by adopting the following: Calls originating from mobile cellular phones networks within Milwaukee County may be routed to Milwaukee County Office of Emergency Management-911 Division as the primary cellular, VoIP or landline public safety answering point if a signed agreement is in place with the municipality. If no agreement is in place, the calls will be routed directly to the serving municipality.

### **ALIGNMENT TO STRATEGIC PLAN**

Describe how the item aligns to the objectives in the strategic plan:

1A: Reflect the full diversity of the County at every level of County government

1B: Create and nurture an inclusive culture across County government

1C: Increase the number of County contracts awarded to minority and women-owned businesses

2A: Determine what, where, and how we deliver services to advance health equity

2B: Break down silos across County government to maximize access to and quality of services offered

2C: Apply a racial equity lens to all decisions

3A: Invest “upstream” to address root causes of health disparities

3B: Enhance the County’s fiscal health and sustainability

3C: Dismantle barriers to diverse and inclusive communities

OEM 911 Communications provides cellular 911 call taking services to citizens of surrounding municipalities. As technology enhancements develop, the County must position itself to provide the best services possible to its citizens by upgrading equipment and aligning with technical advancements. It is our ultimate goal to maximize access and reduce duplication where the quality of service varies. However, we must also allow municipalities to exercise their home rule rights and protect the financial health of the County by ensuring that agreements are in place where County resources are being utilized but the finances are not sustained.

### **FISCAL EFFECT**

None.

### **TERMS**

Indefinitely

### **VIRTUAL MEETING INVITES**

Cassandra Libal

Kinnyetta Patterson

**PREPARED BY:**

Kinnyetta Patterson, OEM 911 Communications Division Director

**APPROVED BY:**



Cassandra Libal, Director OEM

**ATTACHMENTS:**

Report, Resolution/Ordinance, Fiscal Note

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