

**City of Milwaukee  
Public Safety  
Answering Point (PSAP)  
Presentation**

# PSAP Statistics

## 911 System

- Cassidian Sentinel CM
- 74 seats between 2 locations (primary and secondary PSAP)
- 2 tier center
  - ▶ Call-takers and Dispatchers separate
- Wireless Phase II compliant; Next Gen 911 Capable

# PSAP Statistics

## Population

- Approximately 600,000

## Call Volume

- Approximately 550,000 **911** calls per year
  - ▶ 1,500 per day

# 2010 PSAP Upgrade

- Timeline
- Scope and Cost

## Urban v. Rural Dispatch Centers

- Rural
  - ▶ More calls requesting fire/police presence
- Urban
  - ▶ More calls for actual emergencies
- Different dispatching dilemmas for each

# Issues Faced

- PSAP back-up in case of system failure
  - ▶ No other single agency large enough
- Volume of calls for single incident due to cell phone proliferation
- Incorrect Wireless Routing
- 911 Nuisance Calls
- Location ID for PBX
  - ▶ Example: City of Milwaukee phone system
- Telematics

What Milwaukee would  
like to see from a  
911 Governance Committee

# Governance Committee

- Possible legislation requiring location ID from any PBX over a certain size
  - ▶ Geographically and/or by number of users
- Funds from 911 surcharge should be re-directed to their originally legislated purpose and a fiscal plan developed for the disbursement of the funds
- Plan developed for the upgrade of the 911 network infrastructure

# Governance Committee (cont'd)

- Incentives and support for PSAP consolidation
- Standards set for 911 calls
- Committee membership that includes representation from all exchange carriers, fire police, urban and rural PSAPs and any other vested stakeholders



# Thank you!

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