



CITY HALL • 109 NORTH MAIN STREET • HARTFORD, WI 53027

City of Hartford Police & Fire Commission Agenda
Council Chambers, 109 North Main Street
Wednesday, July 12th, 2023
7:00 p.m.

This is a regular meeting of the Police and Fire Commission of the City of Hartford. Prior to this meeting, notice was given to the public by posting an agenda on the City Office Meeting Board, Library Bulletin Board, and Police Bulletin Board. In addition, the Daily News (the official City newspaper) was given notice of this meeting and an agenda was provided at least 24 hours ago.

- 1) Call to Order
- 2) Pledge of Allegiance
- 3) Roll Call
- 4) Approval of the minutes from June 14th, 2023 (Minutes attached)
- 5) Public Comment Period
- 6) **Police Department** – Discussion regarding the consolidation of Hartford Police Department’s dispatch services with Washington County Sheriff’s department’s dispatch center.
- 7) Adjournment

Richard Fehr, President
Hartford Police and Fire Commission

“Persons with disabilities requiring special accommodations for attendance at the meeting should contact the City Clerk at least one (1) business day prior to the meeting. Members of the Common Council may attend the above meeting. Pursuant to State ex rel. Badke v. Greendale Village Board, 173 Wis. 2d 553, 494 N.W.2d 408 (1993) such attendance may be considered a meeting of the Common Council. This notice is given so that members of the Common Council may attend the meeting without violating the open meeting law.”

City of Hartford Police & Fire Commission

Minutes for June 14, 2023

1. PFC meeting called to order by President Fehr at 7:02 PM.
2. Pledge of Allegiance.
3. Roll Call: Stapleton, Fehr, Kirley, Kuhar and Reinke present, as well as Lieutenant Thickers.
4. Motion by Kirley, seconded by Stapleton approving the minutes from 5/10/2023 and 5/24/2023. Motion carried 5-0.
5. Public Comment Period
 - a. There were no public comments.
6. Motion by Stapleton, seconded by Reinke to go into closed session to conduct Police Officer candidate interviews. Motion carried 5-0.
7. Motion by Kuhar, seconded by Fehr to return to open session. Motion carried 5-0.
 - a. Motion by Kirley, seconded by Reinke to establish a current eligibility list for the position of Police Officer to include the following names, in alphabetical order and to expire one (1) year after creation on June 14, 2024.
 - i. Robert Browne, Alexander Bryant, Mercedes Lexvold and Grace Millard
8. Motion by Kuhar, seconded by Fehr for adjournment at 7:58 p.m. Motion carried 5-0.

Ron Kuhar Secretary
HPFC

EXECUTIVE SUMMARY

TITLE: CONSOLIDATION OF HARTFORD POLICE DEPARTMENT DISPATCH SERVICES WITH WASHINGTON COUNTY SHERIFF DEPARTMENT'S DISPATCH CENTER

BACKGROUND:

The City of Hartford has a proud history of providing dispatch services to the community since 1967. There have been, and continue to be, many technological advances in 9-1-1 answering services over the years. The most recent change in technology we are facing is the transition to Next Generation 9-1-1 services. These services allow the caller in an emergency to text, send a picture, and/or send a video to a 9-1-1 dispatcher. As you can imagine, providing these types of services will require additional staffing and a significant upgrade in current technology. If we continue to implement this new way of 9-1-1 services, the police department will need to double the staff in this area. As you are already aware, attempting to recruit dispatchers is a challenge, and has been made increasingly difficult following the COVID-19 pandemic. There are fewer individuals that seek a job that requires them to work in a rotation, around the clock, and on weekends and holidays. Add on top of that the demand and stresses on the individual to provide a highly technical 9-1-1 service to the public. The move to Next Gen 9-1-1 will also require an upgrade to the current 9-1-1 system to allow it to accept and store new types of data, update the GIS, and the physical area where the dispatchers currently work to include additional workspace for staff.

When staff first began attending meetings regarding the State of Wisconsin developing a statewide Next Generation 9-1-1 system, there was discussion of grants being made available to dispatch centers to assist with the costs of such a major transition. When the time came and the grant solicitations were released by the Department of Military Affairs Office of Emergency Communications, the City of Hartford did not qualify for any of the funding. In fact, the only public safety answering point (PSAP) in the county that qualified was Washington County Sheriff's department. Wisconsin statute restricts grant awards under the PSAP Grant Program to one PSAP per county. Wisconsin Admin. Code DMA § 2.03 Designated Public Safety Answering Point requires a single PSAP to be designated in each county for the purposes of applying for grants under the PSAP Grant Program. The Designated PSAP is identified by resolution of the county board. In addition to that, the Designated PSAP is required to meet the basic training and service standards detailed in Wis. Admin. Code DMA § 2.04 Minimum Training and Service Standards. While we may meet the training standards, we do not meet a couple of the minimum service standards. The following are the minimum service standards we do comply with.

- The PSAP receives both wireline and wireless 9-1-1 calls directly.
- A minimum of two telecommunicators are on duty and available to receive and process calls while the PSAP is in operation.

As it relates to the first service standard listed above, Hartford dispatch answers all wireline 9-1-1 calls, but Washington County Sheriff's dispatch center answers all the wireless 9-1-1 calls. This equates to over 80% of all 9-1-1 calls and continues to grow as less and less individuals and businesses use wireline for their phone service. The second service standard would require us to double our staffing as our minimum is always currently one dispatcher on duty with occasional overlap for a few hours every so often. The hiring of additional staff to comply with this requirement would come at great expense and would require an increase in the tax levy.

In addition to the language regarding allowable expenses for Next Gen 9-1-1 implementation in the grant solicitation, was language about consolidation. Activities to consolidate some or all functions of two or more PSAP's were considered allowable expenses. The grant funds must be used in the direct support of the Designated PSAP's consolidation of some or all functions of another PSAP. This language made it clear to us that even at the state government level consolidation was being encouraged. There is no path to grant funding for Hartford to implement Next Gen 9-1-1 services, therefore, the entire cost would fall on the Hartford taxpayers. The Washington County Sheriff's department is the only PSAP eligible for the grant funding within the county and in fact has already received funding toward the implementation of their Next Gen 9-1-1 service.

Hartford dispatch could choose to stay the course and not move to the Next Gen 9-1-1 service, but in doing so, it would provide a lower level of service than all other residents in Washington County would experience in their respective communities. The decision to consolidate was based on the factors and considerations outlined above and was not an easy one. It was not based on the current or past performance of the staff in the dispatch center, who we know work diligently every day, around the clock, to provide the best service for our citizens. Neither Washington County Sheriff Martin Schulteis, nor other county leadership, approached or pressured staff asking to take over our dispatch center. The pressure to consolidate is coming increasingly from the State of Wisconsin. We are not unique in this as other PSAPs in neighboring Ozaukee County made the same decision recently to consolidate their services with Ozaukee County. This is where the industry is headed, and where the resources are being directed.

FISCAL IMPACT:

The complete fiscal impact remains unknown, as this is a very fluid project that will likely span multiple fiscal years before the transfer is complete. The timing of this move is key to cost savings in several areas, and currently the timing is in the City of Hartford's favor. As it relates to staffing, the plan to consolidate dispatch services with Washington County will align with planned attrition of staff in both the dispatch center and the clerk typist's area. If done this way, no staff member will lose their current employment with the city. One of our dispatchers recently resigned to work at the Washington County Sheriff's dispatch center. The remaining staff, once services were completely consolidated, would be reclassified as Police Support Specialists.

Current Staffing Costs

Current Staffing Costs Wages & Benefits	
Dispatchers – 5 full time/ 1 part time floater	\$507,237.80
Clerk Typists – 2 part time 50%	\$54,183.58
Total	\$561,421.38

Increased Staffing Costs if Maintaining 9-1-1

Staffing Costs to Maintain 911 Wages & Benefits	
Dispatchers – 10 full time/ 1 part time floater	\$1,024,071.40
Clerk Typists - 2 part time 50%	\$54,183.58
Total	\$1,078,254.98

Proposed Staffing Costs

Proposed Staffing Costs Wages & Benefits – Effective 04/01/2024	
Dispatchers - 0	\$0
Police Support Specialists – 3 full time	\$298,585.17
Total	\$298,585.17

The cost to hire additional dispatchers for Next Gen 9-1-1 implementation would increase our staffing expense in that area \$516,833.60 which is beyond our expenditure restraint and levy limits which would require us to go to a binding referendum vote in an upcoming election to get resident approval. Conversely, the reduction of staff, both in dispatch and clerk typists, would result in a \$262,836.21 expense reduction for staff.

2026 Capital Improvement Project – Symphony Console

The radio console in the dispatch center that is used to communicate with police, fire, and EMS, is scheduled to be replaced in 2026. The current quote for that project is **\$130,638**. If the request to consolidate is approved, this CIP project will no longer be necessary.

2027 Capital Improvement Project – Pro Phoenix CAD/RMS Software

Hartford Police currently use Valor Systems Inc. for computer aided dispatch (CAD) and records management (RMS). Valor Systems' software no longer meets the needs of the police department; thus, a replacement has been planned for 2027. Pro Phoenix was chosen primarily because every other agency in Washington County uses it as well. If we move to this new software, we gain the ability to share records with our counterparts in law enforcement, as well as a myriad of other increased capabilities and efficiencies. The current quote for that project is **\$318,150**. If the request to consolidate is approved, this CIP project will still be necessary, but the cost is reduced to **\$166,845**. This reduced

expense would be removed from the CIP, and either paid for with awarded grant funding, or directly from repurposed operational funds in 2023. The staff has currently identified two grant funding opportunities that may cover the expense of this specific CIP. One of the grants must be applied for by Washington County Sheriff's department (Office of Emergency Communications PSAP Grant Program Fiscal Year 2024), and the other by Hartford Police (JAG Records Management System Upgrade 2020). We would be required to use Pro Phoenix software to communicate with Washington County Sheriff's dispatch if consolidation is approved. Either way, it is of great benefit to replace our current software with Pro Phoenix.

ATT 9-1-1 Replacement

We are currently in the process of upgrading our 9-1-1 system with our vendor ATT. We are in the preliminary stages of the project and could cancel the upgrade. If we choose to, we can repurpose the funds to purchase the Pro Phoenix software previously discussed.

Staff is anticipating there will be other cost savings as well as unforeseen expenses, though we are certain the savings will outweigh the expenses.

RECOMENDATION:

Approval by Finance and Personnel and Common Council authorizing the appropriate City Officials to move forward with the phased approach consolidation of dispatch services with the Washington County Sheriff's Department and purchase Pro Phoenix records management software for a cost not to exceed \$166,845.

PREPARED BY: _____ **DATE:** _____
Scott MacFarlan, Chief of Police

REVIEWED BY: _____ **DATE:** _____
Ian Prust, City Attorney

APPROVED BY: _____ **DATE:** _____
Dawn Timm, Finance Director

APPROVED BY: _____ **DATE:** _____
Steve Volkert, City Administrator

Committee Routing: Finance and Personnel Committee
Common Council

July 11, 2023
July 25, 2023