



Dane County Public Safety Communications

DEPARTMENT OVERVIEW

What is Public Safety Communications (PSC)?



- ▶ Public Safety Answering Point (PSAP)
 - ▶ Serves:
 - ▶ 21 law enforcement agencies
 - ▶ 26 fire departments
 - ▶ 21 EMS agencies
- ▶ 911 Calls
 - ▶ All wireless 911 calls for Dane County (with the exception of Middleton)
 - ▶ All landline 911 calls for Dane County (with the exception of Middleton and UW)

What is PSC (cont'd)?

- ▶ Non-Emergency Calls
 - ▶ Types of calls/Interactive Voice Response (IVR)
- ▶ Administrative
 - ▶ Criminal Justice Information Services
 - ▶ After hours services
 - ▶ Warrants
 - ▶ Felony Vehicles
- ▶ Non-Emergency Services
 - ▶ Parking Utility
 - ▶ Park Rangers
 - ▶ Highways
 - ▶ Animal Services



Dane County PSAP's



- ▶ Dane County PSC is a Consolidated Center and Dane County's Designated PSAP.
- ▶ The following municipalities operate their own law enforcement dispatch centers:
 - ▶ Stoughton Sun Prairie
 - ▶ Monona Middleton
 - ▶ Capital Police
 - ▶ UW Police

Annual Budget*

- ▶ \$15.2M Operating Budget
 - ▶ Personnel account for 94% of the Operating Budget
 - ▶ All funding provided by General Purpose Revenue (GPR)
- ▶ \$1.8M Capital Budget
 - ▶ Cost is to update physical components of technology, primarily the DaneCom system
- ▶ \$34M for new PSC building, funded by borrowing proceeds

*2026 Budget

DaneCom Budget*

- ▶ \$1.2M Operating Budget
 - ▶ 65% of this is for annual DaneCom Maintenance
 - ▶ \$121,400 funds the DaneCom Radio System Administrator
 - ▶ 70% funded by Dane County Municipalities payments into the DaneCom system, PSC pays the rest (GPR) and more for any costs beyond \$825k as well as shortfalls from users that do not pay into DaneCom
- ▶ Capital Budget
 - ▶ Capital projects are funded through PSC

*2026 Budget

Grant Funding



- ▶ Since 2024, the State of Wisconsin Office of Emergency Communications (OEC) provides an opportunity for each county's designated PSAP to submit for annual grant opportunities
- ▶ 2022 RES-187 named PSC as Dane County's designated PSAP
- ▶ Total grant funds vary annually and prohibit personnel or annual maintenance costs
- ▶ Since 2024 PSC has been awarded \$1,120,803 in funding to advance PSAP technology

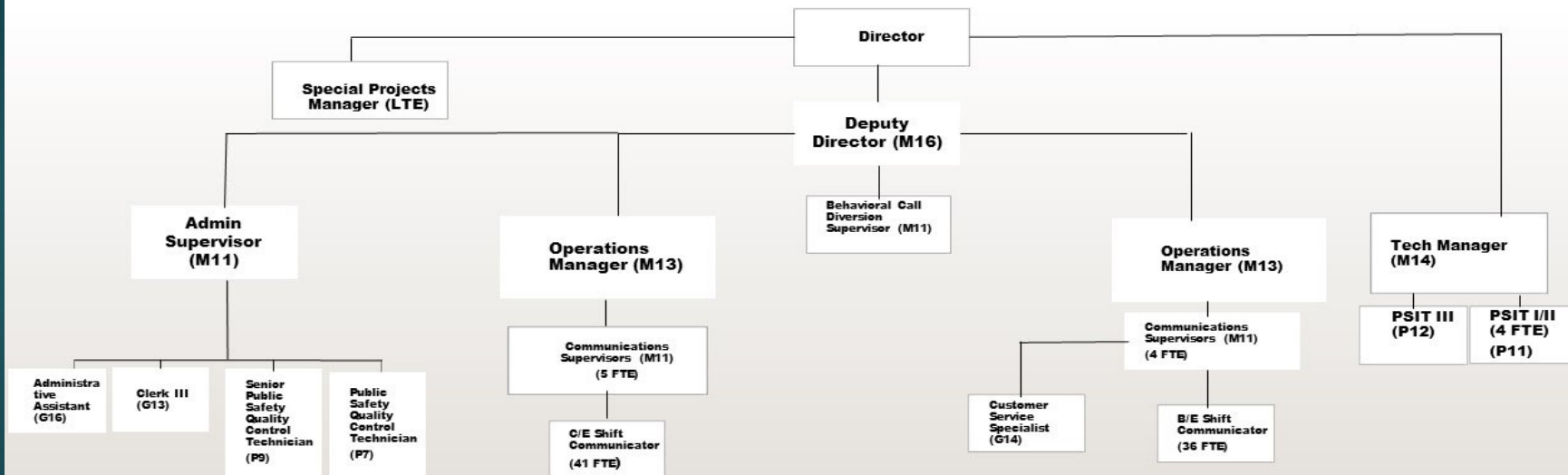
PSC Staffing

- ▶ **PSC has a total staff of 105**
 - 77 Communicators
 - 1 Customer Service Specialist
 - 1 Administrative Assistant
 - 1 Clerk III
 - 5 IT Specialists
 - 2 Quality Control Technicians
 - 10 Communication Supervisors
 - 1 Behavioral Call Diversion Supervisor
 - 1 Special Projects Coordinator (LTE)
 - 2 PSC Managers
 - 1 Tech Services Manager
 - 1 Deputy Director
 - 1 Director



2026 Org Chart

DANE COUNTY PUBLIC SAFETY COMMUNICATIONS ORGANIZATION CHART



2026 Position Losses and Future Staffing Needs

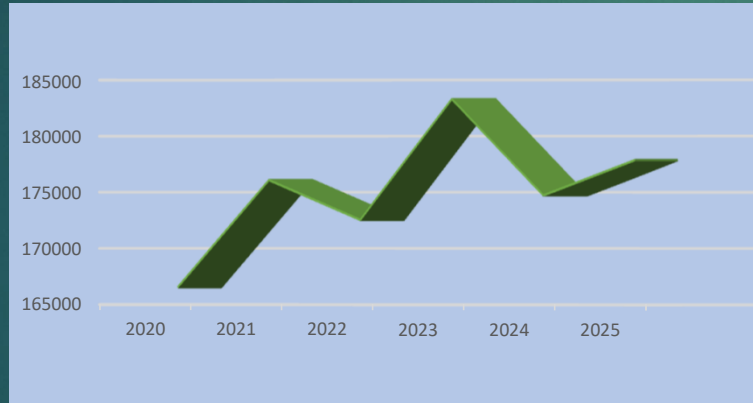


- ▶ 2026's structural budget deficit resulted in the loss of the following vacant positions:
 - ▶ 2 Lead Communicators
 - ▶ 4 Behavioral Call Diversion Specialists
- ▶ Future growth needs will include personnel requests for:
 - ▶ 1FTE GIS Specialist
 - ▶ 3 Lead Communicators
 - ▶ 4 Behavioral Call Diversion Specialists with potential expansion to a total of 12
 - ▶ 2 Quality Control Technicians
 - ▶ 1 Radio Technician

Call Volume

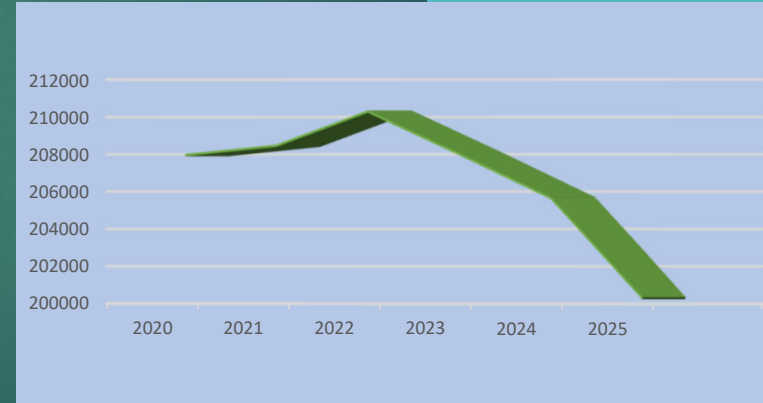
Year 911 Call Volume

2020 166,527
2021 176,082
2022 172,538
2023 183,299
2024 174,722
2025 177,866



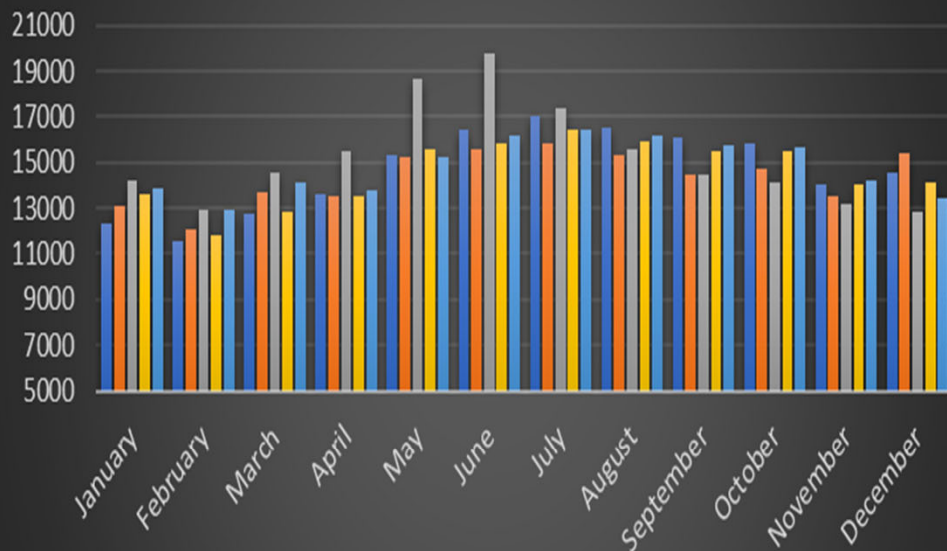
Year Non-E Call Volume

2020 207,962
2021 208,460
2022 210,289
2023 208,009
2024 205,655
2025 200,299



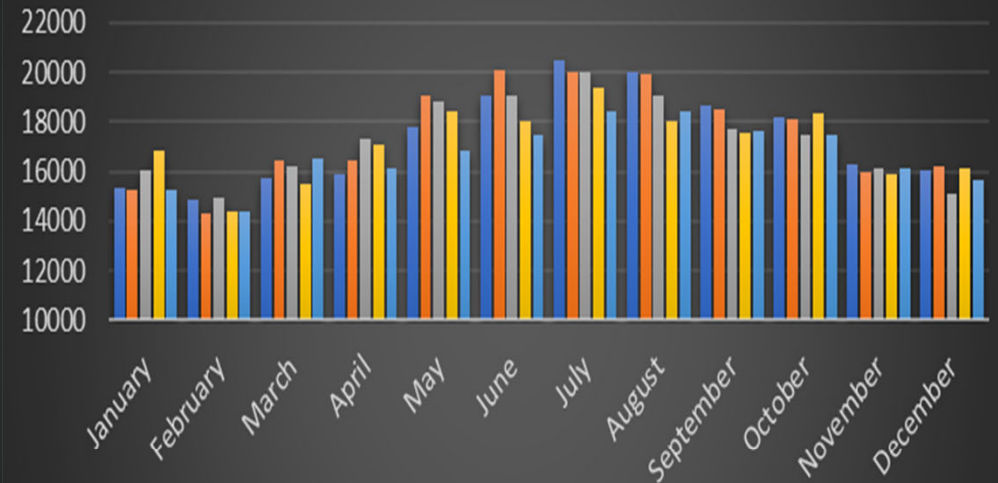
Seasonal Call Fluctuations

911 Seasonal Volume



■ 911 Call Volume 2021
 ■ 911 Call Volume 2022
 ■ 911 Call Volume 2023
■ 911 Call Volume 2024
 ■ 911 Call Volume 2025

Non-Emergency Seasonal Volume



■ Non-Emergency Call Volume 2021
 ■ Non-Emergency Call Volume 2022
■ Non-Emergency Call Volume 2023
 ■ Non-Emergency Call Volume 2024
■ Non-Emergency Call Volume 2025

Staffing

- ▶ Post Positions
- ▶ Historical data is reviewed annually using an Erlang B formula to determine the correct amount of staff necessary to meet industry standard of 90% of calls answered in 15 seconds or less

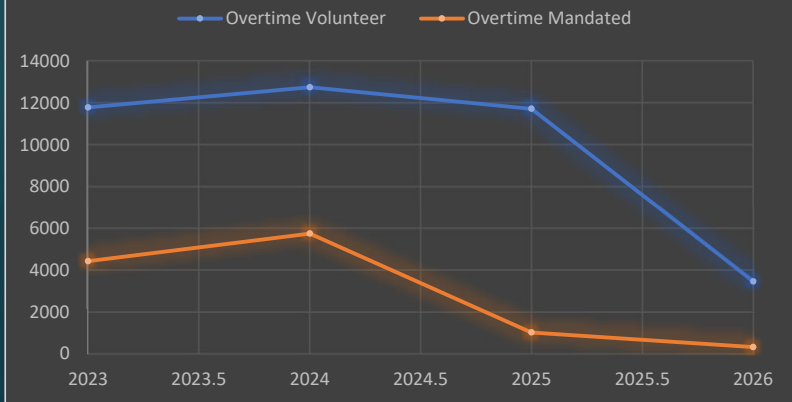
Hours	Shift Minimum
0230-0630hrs	10
0630-1030hrs	11
1030-1430hrs	14
1430-1630hrs	15
1830-2030hrs	13
2230-0230hrs	11

Overtime

Overtime Trends

	Volunteer	Mandated	Total
2023	11,787.5	4426	16,213.5
2024	12,755.25	5749.25	18,504.5
2025	11,724	1011.75	12,735.7
2026	3470.5	310.75	3780.75

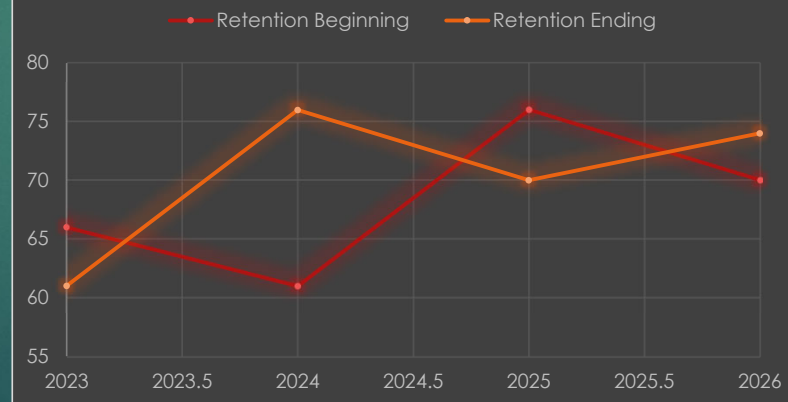
Annual Overtime Totals



Retention

	Beginning	Ending
2023	66	61
2024	61	76
2025	76	70
2026	70	74

Annual Overtime Totals



Staff Wellness



- ▶ Communicator and Supervisors are exposed to traumatic events at a rate that exceeds other first responders
- ▶ PSC utilizes FEI Workforce Resilience to meet EAP needs
- ▶ Contracts with The Psychiatry Center to provide annual “check ins”
- ▶ Inclusion of Communicators and Supervisors at Critical Incident Stress Debriefings
- ▶ Restructure and rollout of Peer Support program

Vital PSC Technology



▶ Radio

▶ DaneCom

- ▶ DaneCom is the Dane County wide-area voice radio system. DaneCom is comprised of several radio subsystems, including a 10-channel trunked VHF P25 subsystem.
- ▶ DaneCom uses a L3Harris Radio System
- ▶ Maintenance and monitoring is provided by RACOM

▶ Telephone

- ▶ Solacom Guardian 9-1-1 Call Handling
 - ▶ Solacom is the maintenance provider
 - ▶ ATT EsiNet

▶ Computer Aided Dispatch (CAD)

- ▶ Central Square CAD
- ▶ Central Square is the maintenance provider

PSC's Future Building



How About A Tour or More?

- ▶ PSC can coordinate and facilitate tours for Board members and the general public 24/7 365 days a year!
- ▶ In addition to tours PSC also offers the opportunity to sit with members of the team and listen to active calls, aptly called a sit along request. These opportunities are limited due to capacity, but can be made online at: 1xxtw>33{ o;2q w38rttk1:
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Thank You!

