

SUB 1 TO 2026 RES-036

AUTHORIZING A CONTRACT FOR AURELIAN CALL LOGGER

Public Safety Communications (“PSC”) seeks to improve the handling of non-emergency calls and enhance operational efficiency within its communications operations; and

WHEREAS, Aurelian Call Logger is a non-emergency call handling solution designed for use in public safety communications environments; and

WHEREAS, PSC has determined that implementation of Aurelian Call Logger will support operational needs through direct integration with PSC’s CentralSquare Enterprise CAD environment; and

WHEREAS, PSC desires to enter into a contract for the purchase, implementation, and related services associated with the Aurelian Call Logger at a cost of \$155,000 for the first year of services.

WHEREAS, pursuant to Dane County procurement requirements, a bid waiver was reviewed and approved for the purchase of the Aurelian Call Logger and related implementation and support services; and

NOW, THEREFORE, BE IT RESOLVED that the Dane County Board of Supervisors hereby approves the contract for Aurelian Call Logger for Public Safety Communications; and

BE IT FURTHER RESOLVED, that the Dane County Board of Supervisors strongly encourages PSC administration to ensure that all PSC Communicators receive mandatory training and genuine opportunities to provide feedback before the Aurelian Call Logger system is fully deployed, and requests that their input be actively incorporated into any ongoing adjustments to the system's configuration or scope; and,

BE IT FURTHER RESOLVED, that the Dane County Board of Supervisors prioritizes the value and contributions of human beings and strongly encourages PSC administration to expeditiously fill all vacant Communicator positions, including pre-hire positions, for the duration of this contract and any subsequent contract renewal or extension; and,

BE IT FURTHER RESOLVED, that the Dane County Board of Supervisors requests the PSC administration provide a status report on the implementation of the Aurelian Call Logger to PSC staff and EGR 720 in writing on a quarterly basis beginning August 2026, and requests such reports address, at minimum, the following topics:

- mandatory trainings for PSC Communicators and leadership on the Aurelian Call Logger and the separation between Aurelian and Communicator responsibilities and accountability for call processing and outcomes,
- other opportunities provided to PSC Communicators to provide feedback, as well as how such input has been incorporated into the development of the system,
- staffing levels for PSC Communicator positions and the recruitment status for any vacant positions

39 **BE IT FURTHER RESOLVED**, that the Dane County Board of Supervisors expects to use the
40 information shared in such reports, or lack thereof, to evaluate future funding and/or renewal or
41 extension of this contract, as well as to provide recommendations regarding whether PSC
42 administration should maintain or discontinue this contract during the current contract term; and,

43 **BE IT FINALLY RESOLVED**, that the County Executive and County Clerk are authorized to
44 execute the contract as necessary to carry out the purposes of this resolution.