



Dane County Public Safety Communications

2026 Budget Presentation to the Public
Protection and Judiciary Committee

Public Safety Communications (PSC)

- Designated Public Safety Answering Point (PSAP) for Dane County
- Receive 911 and non-emergency calls
- 2024 received 380,410 calls
 - 205,686 non-emergency
 - 174,724 emergency/911

2025 PSC Positions

2025 Total Number of PSC Staff: **109**

- Operations: 91
 - 2 Managers
 - 77 Communicators
 - 9 Supervisors
 - 2 Communicator Leads
 - 1 Customer Service Communicators
- Technology: 6
 - 1 Technical Services Manager
 - 4 PSIT II Techs
 - 1 PSIT III Techs
- Administrative 7
 - 1 Director
 - 1 Deputy Director
 - 1 Administrative Supervisor
 - 2 QA Technicians
 - 1 Clerk III
 - 1 Administrative Assistant
- Behavioral Health 5
 - 1 Behavioral Health Call Diversion Supervisor
 - 4 Behavioral Health Call Diversion Specialists

2026 Eliminated Positions

4 Behavioral Call Diversion Specialists

- \$453,766.08 PSC Budget Reduction
- Positions were vacant
- Positions were to provide assistance to callers experiencing situational crisis which traditional 911, law enforcement, fire or EMS did not address
- Position descriptions were built based on collaboration with the Harvard Kennedy School of Government Performance Lab to deescalate specific situations and improve outcomes for individuals with specific needs
- These four positions were to provide services Monday through Friday 8a-8p
 - Four positions is the minimum needed to provide consistent days/hours for service

2 Lead Communicators

- \$229,590 PSC Budget Reduction
- Positions were vacant
- These positions were created to provide operational oversight to Communicators and leadership opportunities to staff without growing additional management positions
- Positions would have been multi-faceted providing instructors for training classes, supplement quality assurance to increase volume beyond 2%, assist with records requests that are in excess of 3,000 requests annually and allow Supervisors to dedicate more time to staff development

GPR Reduction General Expenses

- Telephone fees reduced by \$85k
- Call Logger support reduced by \$13k
- Radio Maintenance reduced by \$15k
- Equipment Repair reduced by \$4k
- Hardware Maintenance reduced by \$5k
- Server Licensing reduced by \$5k
- DaneCom Support reduced by 14k
- Software Maintenance reduced by \$30k
- Building/Grounds reduced by \$2k

Total General Expense reduction is:
\$174,800

2026 Budget Reduction

- Elimination of positions and reduction of general expenses reduces PSC 2026 budget by \$858,156.08
 - Reduces PSC personnel by 5%
- Delays Behavioral Health Call Diversion
 - Does not impact PSC's role in the CARES program
- Reduces staff development and operational oversight of 911 calls

PSC Staffing Needs

- 93% of PSC's budget is personnel based
 - All existing contracts with PSC are expected to raise by at least 5% in the next 3 years
- Based on previous analysis by PSC and confirmed by Coleman Consulting, PSC needs at a minimum, 77 Communicator positions
 - PSC currently has 74 Communicator positions
- Duration of training requires a minimum of 5-6 Pre-Hire Communicator positions, which is on par with Communicator class sizes
- PSC will not be able to implement non-traditional schedules without the increase to positions or reduction in shrinkage

2026 WI OEC PSAP Grant

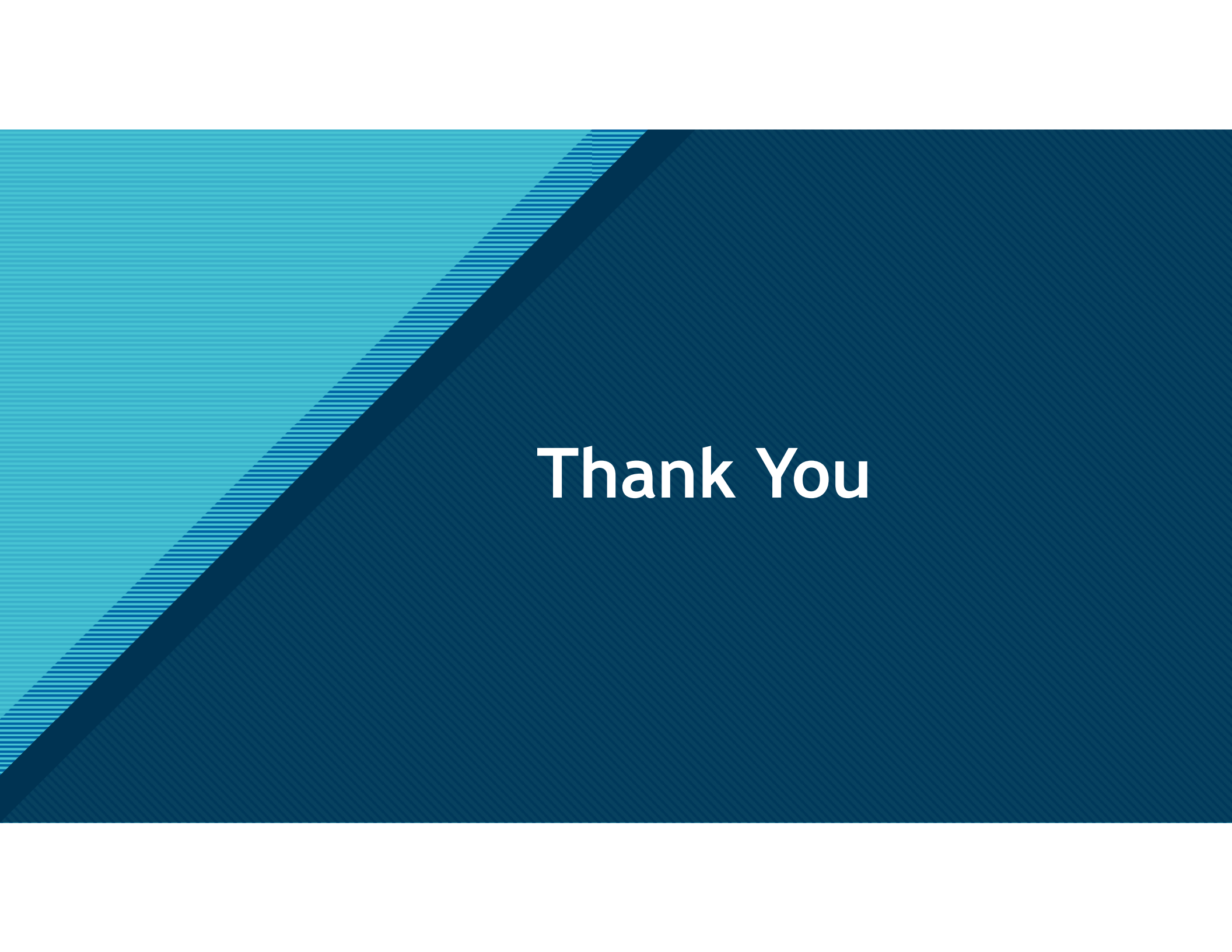
- Investment in technology
 - Aurelian
 - CAD2CAD
 - Eventide Call Logger
- Investment in infrastructure
 - Analysis of DaneCom system and coverage
 - RapidSOS
 - PSAP Consolidation
- \$1.6M requests

2026 Goals

- Current shrinkage is at approximately 36%
 - Use of technology to reduce disparate times away from phones
- Current 911 Talk Times are at 2:53
 - Active coaching to reduce outliers
- 33,956 911 callers have waited greater than 10 seconds in 2025
 - Having 911 calls automatically present to Communicators
- Reducing unplanned time off by 5% using metrics
- Shrinkage reduction goal would be to 25% which would mean reducing shift minimums by 1 Communicator and increase 1 Suburban Law Dispatcher between 1430hrs-2230hrs

Staffing Saves Lives

- National Fire Protection Association (NFPA) requires that 90% of all 911 calls be answered within 15 seconds
 - PSC Answer Times are:
 - 2023 7 seconds
 - 2024 10 seconds
 - 2025 8 seconds
- Delays of only 1 minute in answer times represent a reduction of 7%-10% survivability of a cardiac event
 - Communicators represent a Zero minute response time
- Moving to an IP based phone infrastructure has increased the amount of calls received and waiting times during high profile or critical events



Thank You