



GRAFTON
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DISPATCHING SERVICES - FAQ SHEET

Background: In September of 2015, upon recommendation by the Chief of Police, the Village of Grafton Board of Trustees unanimously adopted and implemented an Emergency Medical Dispatch (EMD) system. This implementation was partially made possible through agreements with Aurora Medical Group and its charitable foundation to assist the Village with initial funding for implementation and then to provide medical oversight as required for the use of EMD moving forward.

In May, 2018 the agreement with the Aurora Medical Group for medical oversight will expire. In order for the Village to retain the ability to utilize EMD dispatching protocols we must find either a new Medical Director or utilize a call-handling center that has medical oversight.

Researching the options to obtain medical oversight provided two viable options for the Village to explore; utilization of Columbia Saint Mary's Ozaukee staff for the oversight, or transition call-handling duties to Ozaukee County Dispatch Center that is operating with medical oversight.

St. Mary's Ozaukee staff contacted the Village Administrator noting that they would NOT be able to provide medical oversight as their staff did not have the time to devote to Grafton. With one remaining option available for the retention of EMD, and after significant discussion, the Village Board voted to move forward with a transition to Ozaukee County Dispatch.

On the following pages is a series of FAQ's that is intended to provide factual information regarding the transition of dispatching services here in Grafton. This document will be updated as new information becomes available. Questions may be directed to the Village Administrator at jthyes@village.grafton.wi.us

Thank you.

Dispatch Services FAQ's

1. What is Emergency Medical Dispatch (EMD) and why does it require "medical oversight"?

Emergency Medical Dispatch is the "Reception and management of requests for emergency medical assistance in the EMS process." In other words, EMD is the assessment of the emergency phone call and the dispatching of the appropriate resources. The EMD process allows Dispatchers to quickly assign responding units to priority symptoms, to further triage complaints in order to determine if special circumstances dictate specific personnel or equipment, and to provide instructions to callers who can assist the victim prior to the arrival of medical personnel.

Emergency Medical Dispatching (EMD) provides "Dispatch Life Support Instructions" prior to the arrival of responders and has led to the concept of Zero-Minute Response. This concept enables patients to receive immediate care from a remote call taker (i.e. the Dispatcher), prior to the arrival of responders. Critical, life-saving interventions are being performed daily by callers and bystanders with the help of properly trained EMD Dispatchers such as CPR instructions, simple airway maintenance, instructions to help control bleeding, or directions to ensure scene safety, to name a few.

Dispatchers within the EMD protocols can and do provide medical instructions ranging from child birth directions to the administration of an aspirin. This provision of medical instructions by a Dispatcher necessitates medical oversight very similar to Paramedics and EMT's who are under the oversight of a Medical Director as well.

2. What will happen when I call 911?

Ozaukee County and the Village of Grafton will coordinate an effort to transfer the 911 telephone lines from the Village to the County on a mutually agreed upon date. Until that change goes into effect, all land line 911 calls originating from within the Village of Grafton will be answered by the Grafton Dispatch Center.

Cellular 911 calls will be answered by Ozaukee County which is the existing call answering system that is in place throughout the entire County for cellular emergency calls. Once the change to the 911 telephone lines is completed then both cellular and land line 911 calls from the Village will be handled by Ozaukee County.

3. If I call 911 with a Police emergency, am I going to have to answer a lot of questions?

There will always be the "standard questions" asked by a Dispatcher, which are:

- What is the address of the emergency?
- Phone number?
- Tell me exactly what happened.
- Are they breathing/bleeding/having chest pains/unconscious?

Calls for police service are not necessarily placed into the EMD system, rather police resources are dispatched accordingly. However, if a call requires the need for medical attention, EMD is intended to quickly gather useful information for the emergency responder to utilize in providing the best response for the patient. Depending upon the type of emergency there may be additional information requested by the Dispatcher or emergency medical services may be dispatched immediately.

4. Will the consolidated dispatching center slow down the response rates for police and fire?

No. All calls for police service received by Ozaukee County will be immediately routed to Grafton similar to the current cellular 911 call handling procedures.

The routing of these calls will utilize existing call transfer and notification procedures (the same procedures currently used for cellular calls) that have proven to be both very reliable and fast.

Fire/EMS calls will be handled the same way as they are now through the use of EMD protocols. Trained Dispatchers will take a caller's information and send out the appropriate fire or EMS response.

5. Will Grafton Police Officers still respond to my home and patrol our streets 24-hours per day after dispatch services are consolidated?

Yes. Nothing will change with regard to police patrol or response. If a citizen requests a police response in the Village of Grafton, a Grafton Police Officer(s) will respond as they currently do.

6. How will the Dispatchers know our community if they do not work here?

As in current practice all new hires go through extensive training so they can learn about the geography and nuances of Grafton. The Village has experienced this first hand as approximately 1/3 of the dispatch center's staff has changed in the last two-years.

Dispatchers are assisted with accurate computer mapping (GIS) data. The Ozaukee Dispatch CAD System has the ability for the entry of nearest cross roads to any validated address, which can assist the Dispatcher in locating the caller. All validated addresses and landline 911 calls automatically populate on the County's CAD System map to show the location of the caller. Wireless 911 calls, dependent on the Cellular Carrier, also automatically populate on the County's CAD System map to show the approximate location of the caller to within 50-300 meters of the caller's actual location. Moreover, the Mobile Data Browsers installed in the Grafton police squad vehicles, also show the location of the incident on the same CAD map that Dispatch utilizes. Grafton Police Officers who are responding to the incident are familiar with the Village, business locations, street locations, etc.

In the end, this question is best answered with two additional questions: "How do new Dispatchers know the community?" and "How do new police officers know the community?" The answer to these questions, if the new hire is not a lifelong resident of Grafton, is that they will learn through experience. The Sheriff's Office currently dispatches for the Village of Thiensville, Town of Grafton, Town of Cedarburg, Town and Village of Saukville, Town and City of Port Washington, and Town and Village of Belgium. All of these communities are not represented with a "home grown" dispatcher in the communications center. However, the attention and diligence given to these communities is not diminished based on this fact.

7. Who will answer the 24-7 non-emergency phone calls to the existing Grafton Dispatch Center?

In the coming months, phone calls coming into the Grafton Police Department via the non-emergency line will be answered either by a Grafton Dispatcher or Staff member who may be assisting at that time. The final long-term arrangement for this call handling will be finalized through ongoing discussions with Ozaukee County.

8. Who will assist me at the Police front counter outside the business hours of Monday through Friday 8:00 a.m. to 4:30 p.m.?

There are currently no changes pending for the 24/7 lobby access at the Grafton Police Department.

This issue will be discussed by the Public Safety Committee at a future meeting(s). Please be sure to visit <https://www.village.grafton.wi.us/111/Public-Safety-Committee> for information about upcoming meetings.

9. What will happen to the personnel currently employed in our dispatch center?

Grafton's Dispatch Center is fully funded for 2018. Current staff members will retain their jobs, rate of pay, and benefits throughout the duration of the transition process. Grafton employees will be given an opportunity to interview for the newly-created positions at the County's dispatching facility. Additionally, the Village intends to hire employees to provide records functions, answer administrative phone calls and handle front counter walk-in business. The exact number of administrative positions will be determined through follow-up meetings with the Village's Public Safety and Finance Committees. Current Grafton employees will be eligible and encouraged to apply for any of these newly created positions.

10. How many employees will be hired for Consolidated Dispatching? Who will interview them and make the decision on who will be employed?

A total of three (3) new Dispatchers will be hired as Ozaukee County employees. The Sheriff's Department will oversee the interviewing, testing, and hiring process to make the final decision on filling the positions.

11. What are estimated savings for Grafton?

An exact "savings" has not been determined. There will need to be further service provision discussions (e.g. whether or not to provide a 24/7 open lobby) with the Village's Public Safety and Finance Committees to determine the future staffing needs. An exact figure can be calculated once a staffing model has been determined.

Several scenarios have been crafted to illustrate the potential impact for the Grafton tax payer. These illustrative scenarios forecast a tax rate reduction of 13-cents up to a possible 29-cents off of the existing Village tax rate. This potential reduction does not include any capital expenditure savings. The scenarios are only illustrative. As noted above, staffing needs will be reviewed by the appropriate Village Committees.

12. Who will perform the ancillary duties currently handled by dispatching personnel?

Administrative support position(s) will need to be created in Grafton once dispatch services are fully transferred to Ozaukee County. There have been two illustrative scenarios for staffing options crafted but the final staffing level and pay grades will require Committee approval prior to implementation.

13. Are there advantages to Consolidating Dispatch other than saving money?

Yes. Ozaukee County's dispatch center has three Dispatchers on duty during each shift as well as multiple certified staff members that can step in to assist as needed. This staffing level ensures all 911 calls are answered quickly.

14. Have other communities been successful with consolidated dispatching services?

Yes. There are two examples right here in southeastern Wisconsin: the Waukesha County Communication Center and the North Shore Dispatch Center.

Waukesha County Communication Center (WCC) services over 30 communities throughout Waukesha County for Police, Fire and EMS dispatching. Most recently the Village of Menomonee Falls (36,769 population and 33.3 square miles in size) transitioned their emergency services dispatching to WCC. The North Shore Dispatch Center provides dispatching services to the communities of Brown Deer, Glendale, Bayside, Fox Point, Shorewood, River Hills, and Whitefish Bay in Milwaukee County.

There are many other examples throughout the State of Wisconsin where the County serves as the main public safety dispatch center for either some or all of the communities within that respective County. Moreover, there are several states including Illinois and New Jersey that have passed laws requiring consolidation efforts to promote both the reduction of duplicate services as well as the savings of tax payer dollars.

Additionally, right here in Ozaukee County, Port Washington Police Department and Saukville Police Department have consolidated with the Sheriff's Office for dispatching services. The Sheriff also dispatches for Fredonia Police Department and partially for the Thiensville Police Department.