



GRANT COUNTY

SHERIFF'S

OFFICE

Sheriff, Craig Reukauf

NCIC W0220000

Chief Deputy, Travis Klaas

GRANT COUNTY LAW ENFORCEMENT/EMERGENCY MANAGEMENT DISASTER SERVICES BOARD AGENDA

The Grant County Law Enforcement/Emergency Management Disaster Services Board will meet at 9:00 AM, Monday, April 13, 2026 in the Lobby Conference Room in the Grant County Community Services Building, 8820 Hwy 61, Lancaster, WI 53813.

Join Zoom Meeting

<https://co-grant-wi-gov.zoom.us/j/82838893853?pwd=99HD7OB8qeHI0t3BhBLitTKTb0cSr3.1>

Meeting ID: 828 3889 3853

Passcode: 198619

Consideration will be given and/or action taken on any or all of the following items:

- 1) Call to order
- 2) Roll Call
- 3) Certification of Open Meeting Law
- 4) Approval of the Agenda
- 5) Approval of Minutes
- 6) Coroner
 - Vouchers
 - Monthly Financial Report
 - Coroner's Report
- 7) Emergency Management Disaster Services
 - Vouchers
 - Monthly Financial Report
 - Director's Report
- 8) Sheriff's Office
 - Vouchers
 - Monthly Financial Report
 - Radio Project Discussion
 - Personnel Update
 - Training
 - Grants
 - Sheriff's Report
- 9) Adjournment

Prepared by: KKB

8820 Hwy 35/61/81 – P.O. Box 506 – Lancaster, WI 53813

608.723.2157 – Fax 608.723.2377

www.grantcountysheriffwisconsin.com

GRANT COUNTY LAW ENFORCEMENT/EMERGENCY MANAGEMENT
DISASTER SERVICES COMMITTEE MEETING
GRANT COUNTY COMMUNITY SERVICES BUILDING
Lancaster, WI 53813
March 9, 2026

The Grant County Law Enforcement/Emergency Management Disaster Services Committee Meeting was called to order at 9:00 a.m. by Chairman Kathy Kopp. The following members and personnel were present:

LAW ENFORCEMENT/EMERGENCY MANAGEMENT DISASTER SERVICES COMMITTEE: Rick Sanson, Bob Keeney, Brian Lucey and Gary Ranum. John Beinborn was absent.

GUESTS: Sheriff Craig Reukauf; Steve Braun, Emergency Management Director; Doug Bartow, Deputy Grant County Coroner; Nate Dreckman, County Administrator; Tonya White, County Clerk; Kelly Bird, Recording Secretary and the Herald Independent.

Kelly Bird verified the agenda had been posted at the County Clerk's Office, Community Services Building, courthouse and on the county website. Rick Sanson second by Gary Ranum approved the agenda. Bob Keeney second by Brian Lucey approved the minutes from the December 8 meeting. All above motions carried.

There is no Public Forum to discuss.

Coroner:

Deputy Coroner Doug Bartow presented the Coroner's Report. There have been 96 calls this year. Jim Abbott has been hired and will cover the South end of the county.

Coroner vouchers were reviewed. Bob Keeney second by Rick Sanson made a motion to accept the vouchers. Motion carried.

The Monthly Financial Report was reviewed. Gary Ranum second by Rick Sanson made a motion to accept the Monthly Financial Report. Motion carried.

Emergency Government:

Steve Braun gave the Director's Report and updated the committee on funding for flooding, training and the new radio system.

The Emergency Management Capital Improvement Plan for 2027-2031 was reviewed.

It was requested by Steve Braun to approve out-of-budget spending for \$8,000.00 for the purchase of Code Red for 2026 which is an automated alert system. This was previously funded by Grant Money that is no longer available. It was motioned by Rick Sanson and seconded by Gary Ranum to approve this to come out of the General Fund and send it to the Executive Committee. Motion carried with Bob Keeney abstaining.

Emergency Government vouchers were reviewed. Steve Braun will email December and January Vouchers to the committee. Gary Ranum second by Brian Lucey made a motion to accept the vouchers. Motion carried.

Emergency Government's Monthly Financial Report was reviewed. Rick Sanson second by Bob Keeney made a motion to accept the Monthly Financial Report. Motion carried.

Sheriff's Briefing:

Sheriff Craig Reukauf presented the Sheriff's Report. The Monthly Activity Report was reviewed showing calls for service, emergency and administrative calls and inmate population. The Jail is currently housing inmates from Scott, Richland and Green County in addition to Grant County Inmates.

The Radio Project Updates was presented.

The Personnel Update was discussed. Dalton Meier, a Full-Time Dispatcher, has been promoted to Jail Corporal. There is currently one Female Jailer and one Dispatch Position open.

The Training Update was presented. Jailer Darrell Blessen is attending the Law Enforcement Academy. Dalton Meier will need to attend the Jail Academy within a year of taking his new position. Sgt. Mark Schwarz will be attending the FBI National Academy this year.

Under Grants, the Dispatch Consolidation Study continues. A presentation will be given to the Full County Board when this is complete.

The Sheriff's Office Capital Improvement Projects for 2027-2031 were discussed.

The Sheriff's Office vouchers were reviewed. Rick Sanson second by Gary Ranum made a motion to accept the vouchers. Motion carried.

The Sheriff's Office Monthly Financial Report was reviewed. Rick Sanson second by Brian Lucey made a motion to accept the Monthly Financial Report. Motion carried.

It was motioned by Bob Keeney and seconded by Brian Lucey to adjourn at 10:45 am. Motion carried.

Respectfully Submitted,

Rick Sanson, Secretary

Kelly Bird, Recording Secretary

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03

ACCOUNTS FOR: 100	General Fund	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
10030001 Coroner								
10030001	461100	Coroner Cremati	0	-27,440	-9,860.00	.00	-17,580.00	35.9%*
10030001	461102	Coroner Fees De	0	-24,000	-6,750.00	.00	-17,250.00	28.1%*
10030001	461103	Coroner Fees Di	0	-65	.00	.00	-65.00	.0%*
10030001	499999	Coroner Cnty Fn	0	-94,495	-94,495.00	.00	.00	100.0%
10030001	510043	Coroner Coroner	0	38,000	5,135.00	.00	32,865.00	13.5%
10030001	514010	Coroner Coroner	0	65,000	16,715.00	.00	48,285.00	25.7%
10030001	515001	Coroner Social	0	4,200	1,671.55	.00	2,528.45	39.8%
10030001	515004	Coroner Life In	0	40	.00	.00	40.00	.0%
10030001	515006	Coroner AD&D	0	10	.00	.00	10.00	.0%
10030001	515012	Coroner Uniform	0	500	.00	.00	500.00	.0%
10030001	521120	Coroner Autopsi	0	20,000	305.00	.00	19,695.00	1.5%
10030001	522004	Coroner Phone/I	0	600	126.00	.00	474.00	21.0%
10030001	524002	Coroner Veh Mai	0	4,000	200.69	.00	3,799.31	5.0%
10030001	524003	Coroner Sm Eq M	0	3,500	.00	.00	3,500.00	.0%
10030001	531000	Coroner Office	0	1,700	452.94	.00	1,247.06	26.6%
10030001	533002	Coroner Reg/Fee	0	500	.00	.00	500.00	.0%
10030001	533006	Coroner Lodging	0	400	.00	.00	400.00	.0%
10030001	535001	Coroner Fuel	0	2,800	604.38	.00	2,195.62	21.6%
10030001	539000	Coroner Other E	0	3,000	98.75	.00	2,901.25	3.3%
10030001	551001	Coroner Vehicle	0	1,750	1,787.02	.00	-37.02	102.1%*
TOTAL Coroner		0	0	0	-84,008.67	.00	84,008.67	100.0%
TOTAL General Fund		0	0	0	-84,008.67	.00	84,008.67	100.0%
TOTAL REVENUES		-146,000	0	-146,000	-111,105.00	.00	-34,895.00	
TOTAL EXPENSES		146,000	0	146,000	27,096.33	.00	118,903.67	

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03							
	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL

GRAND TOTAL	0	0	0	-84,008.67	.00	84,008.67	100.0%
-------------	---	---	---	------------	-----	-----------	--------

** END OF REPORT - Generated by Okey, Ezra **

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03

ACCOUNTS FOR: 100	General Fund	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
-------------------	--------------	-----------------	------------------	----------------	------------	--------------	------------------	-------------

10050001 Emergency Management

10050001 435280	Emerg Mgmt Stat	-61,500	0	-61,500	.00	.00	-61,500.00	.0%*
10050001 462004	Emerg Mgmt Reim	-4,500	0	-4,500	-24.99	.00	-4,475.01	.6%*
10050001 499999	Emerg Mgmt Cnty	-223,575	0	-223,575	-223,575.00	.00	.00	100.0%
10050001 510000	Emerg Mgmt Prod	140,300	0	140,300	33,370.53	.00	106,929.47	23.8%
10050001 510003	Emerg Mgmt Non	15,000	0	15,000	2,292.10	.00	12,707.90	15.3%
10050001 510036	Emerg Mgmt SL B	3,250	0	3,250	.00	.00	3,250.00	.0%
10050001 512000	Emerg Mgmt Extr	0	0	0	27.00	.00	-27.00	100.0%*
10050001 514002	Emerg Mgmt Comm	2,200	0	2,200	180.00	.00	2,020.00	8.2%
10050001 515001	Emerg Mgmt Soci	12,130	0	12,130	2,504.57	.00	9,625.43	20.6%
10050001 515002	Emerg Mgmt Reti	11,400	0	11,400	2,567.71	.00	8,832.29	22.5%
10050001 515003	Emerg Mgmt Heal	52,700	0	52,700	11,334.34	.00	41,365.66	21.5%
10050001 515004	Emerg Mgmt Life	60	0	60	9.92	.00	50.08	16.5%
10050001 515005	Emerg Mgmt Disa	375	0	375	83.45	.00	291.55	22.3%
10050001 515006	Emerg Mgmt AD&D	10	0	10	1.52	.00	8.48	15.2%
10050001 522002	Emerg Mgmt Ligh	8,600	0	8,600	2,185.37	.00	6,414.63	25.4%
10050001 522004	Emerg Mgmt Phon	5,550	0	5,550	914.59	.00	4,635.41	16.5%
10050001 522005	Emerg Mgmt Radi	1,000	0	1,000	.00	.00	1,000.00	.0%
10050001 524002	Emerg Mgmt Veh	6,000	0	6,000	1,225.39	.00	4,774.61	20.4%
10050001 524003	Emerg Mgmt Sm E	1,000	0	1,000	.00	.00	1,000.00	.0%
10050001 524007	Emerg Mgmt Radi	700	0	700	.00	.00	700.00	.0%
10050001 531000	Emerg Mgmt Offi	1,000	0	1,000	190.54	.00	809.46	19.1%
10050001 531001	Emerg Mgmt Post	100	0	100	.00	.00	100.00	.0%
10050001 531002	Emerg Mgmt Prin	1,200	0	1,200	263.23	.00	936.77	21.9%
10050001 533000	Emerg Mgmt Mile	100	0	100	26.95	.00	73.05	27.0%
10050001 533005	Emerg Mgmt Meal	100	0	100	.00	.00	100.00	.0%
10050001 534000	Emerg Mgmt Oper	300	0	300	.00	.00	300.00	.0%
10050001 535001	Emerg Mgmt Fuel	3,500	0	3,500	342.27	.00	3,157.73	9.8%
10050001 539000	Emerg Mgmt Othe	2,500	0	2,500	193.84	.00	2,306.16	7.8%
10050001 551001	Emerg Mgmt Vehi	14,000	0	14,000	10,722.06	.00	3,277.94	76.6%
10050001 551003	Emerg Mgmt Prop	1,500	0	1,500	796.06	.00	703.94	53.1%
10050001 553050	Emerg Mgmt Bldg	15,000	0	15,000	.00	.00	15,000.00	.0%
TOTAL Emergency Management		10,000	0	10,000	-154,368.55	.00	164,368.55-1543.7%	

10050004 Technical Rescue

10050004 435280	Technical Rescu	-60,000	0	-60,000	.00	.00	-60,000.00	.0%*
10050004 539000	Technical Rescu	60,000	0	60,000	.00	.00	60,000.00	.0%

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03								
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT	
100 General Fund	APPROP	ADJSTMTS	BUDGET	YTD	ACTUAL	BUDGET	USE/COL	
TOTAL Technical Rescue	0	0	0	.00	.00	.00	.00	.0%
10050005 Training Grant								
10050005 435280 Training Grant	-5,000	0	-5,000	.00	.00	-5,000.00	.00	.0%*
10050005 539005 Training Grant	5,000	0	5,000	.00	.00	5,000.00	.00	.0%
TOTAL Training Grant	0	0	0	.00	.00	.00	.00	.0%
10050011 Regional HazMat								
10050011 435280 Regional HazMat	-23,813	0	-23,813	-16,965.20	.00	-6,847.80	.00	71.2%*
10050011 484000 Regional HazMat	-10,000	0	-10,000	.00	.00	-10,000.00	.00	.0%*
10050011 539000 Regional HazMat	23,813	0	23,813	7,865.75	.00	15,947.25	.00	33.0%
TOTAL Regional HazMat	-10,000	0	-10,000	-9,099.45	.00	-900.55	.00	91.0%
TOTAL General Fund	0	0	0	-163,468.00	.00	163,468.00	.00	100.0%
TOTAL REVENUES	-388,388	0	-388,388	-240,565.19	.00	-147,822.81	.00	
TOTAL EXPENSES	388,388	0	388,388	77,097.19	.00	311,290.81	.00	

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
GRAND TOTAL	0	0	0	-163,468.00	.00	163,468.00	100.0%

** END OF REPORT - Generated by wagner, Jason **

GRANT COUNTY, WI
CHECK LISTING BY CHECK DATE
FROM: 3/1/2026 TO: 3/31/2026



DATE	CHK #	DEPT #	VENDOR NAME	TYPE	INVOICE DESCRIPTION	ACCOUNT	OBJECT DESCRIPTION	INVOICE #	AMOUNT
03/06/26	3584	Em Mgmt	WEX Bank	EFT	Fuel Fleet Vehicles	10050001-535001	Fuel	110949925	186.86
03/06/26	2024278	Em Mgmt	Alliant Energy Resources Inc	Printed	Electric CSB Allocation	10050001-522002	Lights	7576130000 2.12.26	361.64
03/06/26	2024282	Em Mgmt	A T & T Corp	Printed	Mobile Command Internet	10050001-522004	Phone and Internet	287303312572x021922 6	37.23
03/06/26	2024385	Em Mgmt	City of Lancaster	Printed	Water Allocation	10050001-522002	Lights	3-6541-00 2.28.26	169.77
03/06/26	2024530	Em Mgmt	Wisconsin Electric Power Company	Printed	Heat CSB Allocation	10050001-522002	Lights	5814594152	433.80
03/20/26	3594	Em Mgmt	Amazon Capital Services, Inc.	EFT	Pens and Copy Paper	10050001-531000	Office Supplies/Equip	16DC-YCPL-JDV1	65.04
03/20/26	3648	Em Mgmt	TDS Telecommunications	EFT	CSB Phone Bill	10050001-522004	Phone and Internet	608-723-6060 3.4.26	149.19
03/20/26	3695	Em Mgmt	Cardmember Services	Direct	Mobile Command Internet	10050001-522004	Phone and Internet	Steve's CC Feb26	165.00
03/20/26	3695	Em Mgmt	Cardmember Services	Direct	Monthly Adobe	10050001-539000	Other Expense	Steve's CC Feb26	73.84
03/20/26	2024553	Em Mgmt	Access Systems	Printed	Printing & Copying	10050001-531002	Printing & Copying	INV1947697	94.83
03/20/26	2024721	Em Mgmt	Steve Tranel	Printed		10050011-539000	Other Expense	2026 Conference	458.65
03/20/26	2024725	Em Mgmt	Tricor, Inc.	Printed	AUTO AUDIT	10050001-551001	Insurance - Vehicle	59941	939.24
03/20/26	2024725	Em Mgmt	Tricor, Inc.	Printed		10050001-551001	Insurance - Vehicle	59121	3,681.18
03/20/26	2024725	Em Mgmt	Tricor, Inc.	Printed		10050001-551001	Insurance - Vehicle	59121	1,210.23
03/20/26	2024725	Em Mgmt	Tricor, Inc.	Printed		10050001-551003	Insurance - Property	59121	398.03
								Total	8,424.53

Sheriff's Monthly Activity Report – April 13, 2026

- I've included the spreadsheet showing our calls for service, emergency and administrative calls, and inmate population, for the month of February and inmates as of the 1st of April.
 - Our contract inmates were at 7 as of the first of March, and 10 as of the first of April. On April 10th, we took in 15 inmates from Crawford County, as they complete their training and await their inspection prior to moving into their new facility.
 - As of the date of the committee meeting, we are holding 1 for Richland County, 2 for Green County, 5 for Scott County, 3 for Lafayette County, and the 15 Crawford County Inmates.
 - For March, the total calls for service, as well as Sheriff's Office handled calls began to creep up as we started seeing some nicer weather.
- On the staffing side of things, we're still short one female jailer and one dispatcher.
 - We interviewed 6 people, and are backgrounding five with the hopes to pull a female jailer from the pool.
 - There were a few who were interested in either position, and we are looking to add some part-time staff as well, to help reduce some of the OT in the jail and dispatch.
- We had our third traffic fatality of 2026. The individual was involved in the crash on USH 151, on March 27th, around 10:00pm. After the initial crash, the individual left his vehicle and walked onto the Highway and was struck by a second vehicle. The individual was transported to Dubuque and then to Iowa City, where he passed away on April 6th.
- Continuing with the dispatch feasibility study. Matrix is close to completing the draft of the final report. We were supposed to meet on April 8th, but the report wasn't quite ready so we will be meeting at a later date.
 - I've included copies of all the draft reports we've received up until now so the Committee has an idea where things are headed, what things need to be addressed, and what the likely recommendations will be.
 - You will notice the recommendation will be to maintain the current governance structure that is in place now. The local PDs, and Fire and EMS agencies were happy with the current structure and how issues were being discussed and resolved.
- We successfully cut over the Sheriff, Coordination, and Fire channels to the new system, and it seems to be working well for those channels. Testing continues for paging, as they work through adjusting some settings to make sure the signal is getting to who it needs to.

Vendor	Description	Department	Gross Amount	Invoice Date
Medical Associates Clinic	inmate medical	SHERIFF	98.21	02/06/2026
Emplify Health	blood draw	SHERIFF	30.00	03/06/2026
Terry's Tire Service	oil change	SHERIFF	71.99	03/10/2026
Galls, LLC	glove holder	SHERIFF	23.98	03/02/2026
Galls, LLC	meier-boots	SHERIFF	135.99	03/03/2026
Charm-Tex	toothbrushes	SHERIFF	100.10	03/11/2026
Alliant Energy Resources Inc	february	SHERIFF	367.77	03/12/2026
United States Cellular Corporation	february	SHERIFF	2,183.21	02/28/2026
Language Line Services, Inc.	february	SHERIFF	150.10	02/28/2026
Amazon Capital Services, Inc.	car power inverter	SHERIFF	31.29	03/25/2026
Scenic Rivers Energy Cooperative	february	SHERIFF	71.00	03/07/2026
Cruisin' Kids LLC	alterations	SHERIFF	5.00	02/28/2026
Queen B Radio Wisconsin Inc	tower rent	SHERIFF	1,199.00	02/28/2026
Amazon Capital Services, Inc.	office/patrol other	SHERIFF	25.54	03/05/2026
Amazon Capital Services, Inc.	printer drum	SHERIFF	35.99	03/13/2026
Amazon Capital Services, Inc.	uniform	SHERIFF	33.44	03/18/2026
Amazon Capital Services, Inc.	gloves	SHERIFF	44.95	03/20/2026
Amazon Capital Services, Inc.	inmate medical	SHERIFF	75.98	03/30/2026
Amazon Capital Services, Inc.	jail supplies	SHERIFF	314.76	03/16/2026
Amazon Capital Services, Inc.	remote start batteries	SHERIFF	18.00	03/04/2026
ONE TIME PAY	Project #2203-25	SHERIFF	10,000.00	03/03/2026
O'Reilly Auto Parts	carwash supplies	SHERIFF	25.98	03/03/2026
Alliant Energy Resources Inc	february	SHERIFF	108.50	03/12/2026
Lancaster Pharmacy LLC	inmate medical	SHERIFF	2,824.14	02/28/2026
Radiotronics Inc	renew	SHERIFF	434.00	03/04/2026
Nathan M. Weber	oil change, engine oil cooler	SHERIFF	1,184.41	02/13/2026
Nathan M. Weber	oil change	SHERIFF	70.12	02/05/2026
Nathan M. Weber	oil change and tire rotation	SHERIFF	95.39	02/19/2026
Nathan M. Weber	oil change	SHERIFF	74.22	02/27/2026
Nathan M. Weber	oil change	SHERIFF	64.73	02/27/2026
UPS	shipping	SHERIFF	14.13	03/14/2026
Brightspeed	february	SHERIFF	71.80	03/03/2026
Tritech Software Systems	911 switching connection	SHERIFF	2,340.00	03/13/2026

Applied Concepts, Inc.	cable kit	SHERIFF	548.00	03/06/2026
Quill Corporation & Subsidiaries	office supplies	SHERIFF	40.82	02/26/2026
Quill Corporation & Subsidiaries	office supplies	SHERIFF	199.84	02/26/2026
Quill Corporation & Subsidiaries	blue ink	SHERIFF	7.50	03/11/2026
Ricoh USA, Inc.	copier/printer	SHERIFF	152.59	03/24/2026
Hall Automotive Repair, LLC	oil change, brakes, rotors	SHERIFF	1,255.36	03/16/2026
Hall Automotive Repair, LLC	tow, radiator, headlight	SHERIFF	803.71	03/24/2026
Gasser Hardware Inc	dog food	SHERIFF	21.99	03/22/2026
Alliant Energy Resources Inc	february	SHERIFF	25.72	03/12/2026
Cardmember Services	illinois tollway	SHERIFF	1.10	02/28/2026
Cardmember Services	february cc charges	SHERIFF	1,099.30	02/28/2026
Platteville Post Prom Committee	Post Prom	SHERIFF	500.00	03/31/2026
Potosi Post Prom	Post Prom	SHERIFF	500.00	03/31/2026
Capital Sanitary Supply Co Inc	jail supplies	SHERIFF	645.54	03/06/2026
Capital Sanitary Supply Co Inc	jail supplies	SHERIFF	195.42	03/20/2026
ONE TIME PAY REFUNDS	Paid Twice	SHERIFF	75.00	03/31/2026
Iowa County Sheriff	FTO	SHERIFF	1,575.00	03/24/2026
Summit Food Service, LLC	inmate meals	SHERIFF	3,987.12	03/03/2026
Summit Food Service, LLC	inmate meals	SHERIFF	4,123.42	03/10/2026
Summit Food Service, LLC	inmate meals	SHERIFF	4,108.50	03/17/2026
Summit Food Service, LLC	inmate meals	SHERIFF	4,104.56	03/24/2026
Lancaster Pharmacy LLC	inmate medical	SHERIFF	4,716.30	02/17/2026
The Psychology Center	psych evaluation	SHERIFF	475.00	03/05/2026
Sauk County Sheriff Dept.	K-9 Conference	SHERIFF	250.00	03/31/2026
Fennimore Post Prom		SHERIFF	500.00	03/31/2026
Boscobel High School Student Council		SHERIFF	500.00	03/31/2026
UW Medical Foundation	normal rockwell	SHERIFF	435.93	12/08/2026
UW Medical Foundation	norman rockwell	SHERIFF	256.08	01/30/2026
Securus Technologies, Inc.	EMP	SHERIFF	739.50	02/28/2026
ONE TIME PAY REFUNDS	shoe reimbursement	SHERIFF	154.99	03/02/2026

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03									
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED				AVAILABLE	PCT	
100 General Fund	APPROP	ADJSTMTS	BUDGET	YTD EXPENDED	ENCUMBRANCES	BUDGET	USED		
10040001 Sheriff Administration									
10040001 510000	FTSalaries	448,050	0	448,050	82,051.84	.00	365,998.16	18.3%	
10040001 510003	NonProdPay	45,000	0	45,000	10,599.84	.00	34,400.16	23.6%	
10040001 510036	SL Buyback	5,140	0	5,140	.00	.00	5,140.00	.0%	
10040001 514002	Comm PD	2,000	0	2,000	360.00	.00	1,640.00	18.0%	
10040001 515001	Soc Sec	38,115	0	38,115	6,910.54	.00	31,204.46	18.1%	
10040001 515002	Retirement	63,750	0	63,750	11,676.42	.00	52,073.58	18.3%	
10040001 515003	Health Ins	135,600	0	135,600	17,015.15	.00	118,584.85	12.5%	
10040001 515004	Life Ins	180	0	180	24.84	.00	155.16	13.8%	
10040001 515005	Disability	1,175	0	1,175	216.94	.00	958.06	18.5%	
10040001 515006	AD&D	28	0	28	3.81	.00	24.19	13.6%	
10040001 515008	wrkr Comp	0	0	0	20,465.48	.00	-20,465.48	100.0%	
10040001 515012	Uniforms	15,000	0	15,000	1,492.98	.00	13,507.02	10.0%	
10040001 521002	Attorney	5,000	0	5,000	1,771.10	.00	3,228.90	35.4%	
10040001 522004	PhoneInter	25,000	0	25,000	4,390.90	.00	20,609.10	17.6%	
10040001 524001	Supp Agrmt	247,800	0	247,800	105,626.13	.00	142,173.87	42.6%	
10040001 524002	Veh Maint	80,000	0	80,000	11,782.77	.00	68,217.23	14.7%	
10040001 533000	MilageTrav	2,000	0	2,000	101.05	.00	1,898.95	5.1%	
10040001 533001	Educ/Train	25,000	0	25,000	3,218.79	.00	21,781.21	12.9%	
10040001 533002	RegFeeTuit	1,000	0	1,000	900.00	.00	100.00	90.0%	
10040001 533005	Meals	2,000	0	2,000	408.90	.00	1,591.10	20.4%	
10040001 533006	Lodging	11,000	0	11,000	873.46	.00	10,126.54	7.9%	
10040001 534012	Investigat	3,000	0	3,000	1,059.88	.00	1,940.12	35.3%	
10040001 534013	DrugInvExp	5,000	0	5,000	.00	.00	5,000.00	.0%	
10040001 535001	Fuel	195,000	-240	194,760	22,484.40	.00	172,275.60	11.5%	
10040001 539002	ITSupplies	5,000	0	5,000	5,000.00	.00	.00	100.0%	
10040001 539005	Grant Exp	0	0	0	27,125.00	.00	-27,125.00	100.0%	
10040001 551001	VehicleIns	35,000	0	35,000	25,613.82	.00	9,386.18	73.2%	
10040001 551002	Liab Ins	60,000	0	60,000	41,469.50	.00	18,530.50	69.1%	
TOTAL Sheriff Administration		1,455,838	-240	1,455,598	402,643.54	.00	1,052,954.46	27.7%	
10040002 Patrol									
10040002 510000	FTSalaries	1,810,300	0	1,810,300	380,706.92	.00	1,429,593.08	21.0%	
10040002 510002	Overtime	225,000	0	225,000	64,160.59	.00	160,839.41	28.5%	
10040002 510003	NonProdPay	200,000	0	200,000	60,783.78	.00	139,216.22	30.4%	
10040002 510036	SL Buyback	15,400	0	15,400	.00	.00	15,400.00	.0%	
10040002 512000	Extra Hire	0	0	0	958.61	.00	-958.61	100.0%	

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03									
ACCOUNTS FOR: 100	General	Fund	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
10040002	515001	Soc Sec	172,200	0	172,200	36,976.02	.00	135,223.98	21.5%
10040002	515002	Retirement	326,000	0	326,000	73,921.46	.00	252,078.54	22.7%
10040002	515003	Health Ins	596,100	0	596,100	127,083.12	.00	469,016.88	21.3%
10040002	515004	Life Ins	775	0	775	128.92	.00	646.08	16.6%
10040002	515005	Disability	4,500	0	4,500	1,017.65	.00	3,482.35	22.6%
10040002	515006	AD&D	120	0	120	19.75	.00	100.25	16.5%
10040002	539000	Othersupps	23,000	0	23,000	2,858.07	.00	20,141.93	12.4%
TOTAL Patrol			3,373,395	0	3,373,395	748,614.89	.00	2,624,780.11	22.2%
10040003 Law Enforcement Building									
10040003	522002	Lights	5,500	0	5,500	1,244.55	.00	4,255.45	22.6%
10040003	522004	PhoneInter	35,000	0	35,000	4,347.21	.00	30,652.79	12.4%
10040003	531000	OfficeSupp	10,000	0	10,000	1,644.37	.00	8,355.63	16.4%
10040003	531001	Postage	3,000	0	3,000	1,170.88	.00	1,829.12	39.0%
10040003	539000	OtherSupps	30,000	0	30,000	.00	.00	30,000.00	.0%
10040003	551003	Prop Ins	20,000	0	20,000	11,502.50	.00	8,497.50	57.5%
TOTAL Law Enforcement Building			103,500	0	103,500	19,909.51	.00	83,590.49	19.2%
10040004 Communications									
10040004	510000	FTSalaries	600,000	0	600,000	122,359.04	.00	477,640.96	20.4%
10040004	510002	Overtime	75,000	0	75,000	16,739.96	.00	58,260.04	22.3%
10040004	510003	NonProdPay	70,000	0	70,000	14,053.41	.00	55,946.59	20.1%
10040004	510036	SL Buyback	3,250	0	3,250	.00	.00	3,250.00	.0%
10040004	512000	Extra Hire	0	0	0	1,687.50	.00	-1,687.50	100.0%
10040004	515001	Soc Sec	57,750	0	57,750	11,214.73	.00	46,535.27	19.4%
10040004	515002	Retirement	50,100	0	50,100	10,933.88	.00	39,166.12	21.8%
10040004	515003	Health Ins	163,000	0	163,000	40,618.70	.00	122,381.30	24.9%
10040004	515004	Life Ins	270	0	270	45.06	.00	224.94	16.7%
10040004	515005	Disability	1,375	0	1,375	312.20	.00	1,062.80	22.7%
10040004	515006	AD&D	42	0	42	6.90	.00	35.10	16.4%
10040004	522005	Radwrlsser	4,000	0	4,000	143.60	.00	3,856.40	3.6%
10040004	524007	RadioMaint	15,000	0	15,000	2,340.00	.00	12,660.00	15.6%
10040004	539000	OtherSupps	10,000	-7,955	2,045	250.86	.00	1,794.37	12.3%
10040004	551003	Prop Ins	0	7,955	7,955	3,977.38	.00	3,977.39	50.0%
10040004	553052	Tower Rent	10,000	0	10,000	1,199.00	.00	8,801.00	12.0%
TOTAL Communications			1,059,787	0	1,059,787	225,882.22	.00	833,904.78	21.3%

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03									
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED	YTD EXPENDED	ENCUMBRANCES	AVAILABLE	PCT		
100 General Fund	APPROP	ADJSTMTS	BUDGET			BUDGET	USED		
10040005 Jail									
10040005 510000	FTSalaries	1,015,000	0	1,015,000	209,891.73	.00	805,108.27	20.7%	
10040005 510002	Overtime	120,000	0	120,000	31,237.39	.00	88,762.61	26.0%	
10040005 510003	NonProdPay	100,000	0	100,000	19,098.26	.00	80,901.74	19.1%	
10040005 510004	TermPay	0	0	0	5,765.03	.00	-5,765.03	100.0%	
10040005 510036	SL Buyback	2,500	0	2,500	.00	.00	2,500.00	.0%	
10040005 512000	Extra Hire	0	0	0	6,907.55	.00	-6,907.55	100.0%	
10040005 515001	Soc Sec	94,675	0	94,675	20,212.50	.00	74,462.50	21.3%	
10040005 515002	Retirement	132,100	0	132,100	19,075.57	.00	113,024.43	14.4%	
10040005 515003	Health Ins	242,750	0	242,750	58,060.07	.00	184,689.93	23.9%	
10040005 515004	Life Ins	480	0	480	74.40	.00	405.60	15.5%	
10040005 515005	Disability	2,350	0	2,350	513.10	.00	1,836.90	21.8%	
10040005 515006	AD&D	75	0	75	11.40	.00	63.60	15.2%	
10040005 521007	Health/Med	278,000	0	278,000	24,157.42	.00	253,842.58	8.7%	
10040005 529012	GED Exp	7,000	0	7,000	.00	.00	7,000.00	.0%	
10040005 534005	Meal Purch	185,000	0	185,000	45,651.58	.00	139,348.42	24.7%	
10040005 534010	PrisonrItm	10,000	0	10,000	.00	.00	10,000.00	.0%	
10040005 536001	ElectMonit	8,000	0	8,000	2,243.68	.00	5,756.32	28.0%	
10040005 539000	OtherSupps	40,000	0	40,000	13,586.75	.00	26,413.25	34.0%	
TOTAL Jail		2,237,930	0	2,237,930	456,486.43	.00	1,781,443.57	20.4%	
10040006 Jail Assessment									
10040006 524004	Bldg Maint	10,000	0	10,000	.00	.00	10,000.00	.0%	
10040006 581001	CO FurnEq	11,000	0	11,000	7,800.00	.00	3,200.00	70.9%	
TOTAL Jail Assessment		21,000	0	21,000	7,800.00	.00	13,200.00	37.1%	
10040007 Courthouse Security									
10040007 539000	OtherSupps	5,000	0	5,000	.00	.00	5,000.00	.0%	
TOTAL Courthouse Security		5,000	0	5,000	.00	.00	5,000.00	.0%	
10040008 Canine Unit									
10040008 539000	OtherSupps	7,000	0	7,000	5,960.57	.00	1,039.43	85.2%	

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03									
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED	YTD	ENCUMBRANCES	AVAILABLE	PCT		
100 General Fund	APPROP	ADJSTMTS	BUDGET	EXPENDED		BUDGET	USED		
TOTAL Canine Unit	7,000	0	7,000	5,960.57	.00	1,039.43	85.2%		
10040010 Rescue Boat									
10040010 524003 SmEquipMain	1,000	0	1,000	.00	.00	1,000.00	.0%		
TOTAL Rescue Boat	1,000	0	1,000	.00	.00	1,000.00	.0%		
10040012 Fresh Start									
10040012 534011 FreshStart	0	240	240	2,000.00	.00	-1,760.00	833.3%		
TOTAL Fresh Start	0	240	240	2,000.00	.00	-1,760.00	833.3%		
TOTAL General Fund	8,264,450	0	8,264,450	1,869,297.16	.00	6,395,152.84	22.6%		
TOTAL EXPENSES	8,264,450	0	8,264,450	1,869,297.16	.00	6,395,152.84			

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03								
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED				AVAILABLE	PCT
400 Capital Projects	APPROP	ADJSTMTS	BUDGET	YTD	EXPENDED	ENCUMBRANCES	BUDGET	USED
40040004 Capital Projects Law Enf								
40040004 581000 CapPrjsh	375,000	0	375,000	206,994.72		.00	168,005.28	55.2%
TOTAL Capital Projects Law Enf	375,000	0	375,000	206,994.72		.00	168,005.28	55.2%
TOTAL Capital Projects	375,000	0	375,000	206,994.72		.00	168,005.28	55.2%
TOTAL EXPENSES	375,000	0	375,000	206,994.72		.00	168,005.28	

YEAR-TO-DATE BUDGET REPORT

	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
--	-----------------	------------------	----------------	--------------	--------------	------------------	----------

GRAND TOTAL	8,639,450	0	8,639,450	2,076,291.88	.00	6,563,158.12	24.0%
-------------	-----------	---	-----------	--------------	-----	--------------	-------

** END OF REPORT - Generated by Bird, Kelly **

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03									
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			ENCUMBRANCES	AVAILABLE	PCT	
100 General Fund	APPROP	ADJSTMTS	BUDGET	YTD	EXPENDED		BUDGET	USED	
10040001 Sheriff Administration									
10040001 435201 GrntStSafe	-30,000	0	-30,000	-31,993.16		.00	1,993.16	106.6%	
10040001 462002 FeePapServ	-35,000	0	-35,000	-7,153.95		.00	-27,846.05	20.4%	
10040001 462003 FeeCopy	-2,500	0	-2,500	-774.00		.00	-1,726.00	31.0%	
10040001 462024 SSA Acct	-7,000	0	-7,000	-800.00		.00	-6,200.00	11.4%	
10040001 473210 SherSerRev	-146,000	0	-146,000	-14,433.68		.00	-131,566.32	9.9%	
10040001 481000 Int on Inv	0	0	0	-206.46		.00	206.46	100.0%	
10040001 483000 SaleCoProp	-30,000	0	-30,000	-8,157.00		.00	-21,843.00	27.2%	
10040001 484000 Ins Recov	-25,000	0	-25,000	.00		.00	-25,000.00	.0%	
10040001 485000 Donations	0	0	0	-5,417.10		.00	5,417.10	100.0%	
10040001 499999 Co Fnd App	-7,563,550	0	-7,563,550	-7,563,550.00		.00	.00	100.0%	
TOTAL Sheriff Administration	-7,839,050	0	-7,839,050	-7,632,485.35		.00	-206,564.65	97.4%	
10040005 Jail									
10040005 462011 Jail Rev	-40,000	0	-40,000	-9,216.09		.00	-30,783.91	23.0%	
10040005 462012 Commissary	-50,000	0	-50,000	30,370.49		.00	-80,370.49	-60.7%	
10040005 462013 NonCtyPris	-175,000	0	-175,000	-26,070.00		.00	-148,930.00	14.9%	
10040005 462014 Med Reimb	-20,000	0	-20,000	-216.75		.00	-19,783.25	1.1%	
10040005 462019 KitchenRev	-6,000	0	-6,000	-3,180.60		.00	-2,819.40	53.0%	
10040005 462020 ElectMont	-55,000	0	-55,000	-16,900.00		.00	-38,100.00	30.7%	
TOTAL Jail	-346,000	0	-346,000	-25,212.95		.00	-320,787.05	7.3%	
10040006 Jail Assessment									
10040006 451050 JailAsSur	-45,000	0	-45,000	-5,301.29		.00	-39,698.71	11.8%	
10040006 493000 FndBal Usd	-33,400	0	-33,400	.00		.00	-33,400.00	.0%	
TOTAL Jail Assessment	-78,400	0	-78,400	-5,301.29		.00	-73,098.71	6.8%	
10040008 Canine Unit									
10040008 485000 Donations	-1,000	0	-1,000	-141.00		.00	-859.00	14.1%	

YEAR-TO-DATE BUDGET REPORT

FOR 2026 03									
ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED				AVAILABLE	PCT	
100 General Fund	APPROP	ADJSTMTS	BUDGET	YTD	EXPENDED	ENCUMBRANCES	BUDGET	USED	
TOTAL Canine Unit	-1,000	0	-1,000	-141.00		.00	-859.00	14.1%	
10040012 Fresh Start									
10040012 462021 FreshStart	0	0	0	-750.00		.00	750.00	100.0%	
TOTAL Fresh Start	0	0	0	-750.00		.00	750.00	100.0%	
TOTAL General Fund	-8,264,450	0	-8,264,450	-7,663,890.59		.00	-600,559.41	92.7%	
TOTAL REVENUES	-8,264,450	0	-8,264,450	-7,663,890.59		.00	-600,559.41		

YEAR-TO-DATE BUDGET REPORT

	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
--	-----------------	------------------	----------------	--------------	--------------	------------------	----------

GRAND TOTAL	-8,264,450	0	-8,264,450	-7,663,890.59	.00	-600,559.41	92.7%
-------------	------------	---	------------	---------------	-----	-------------	-------

** END OF REPORT - Generated by Bird, Kelly **



DRAFT DISPATCH CONSOLIDATION FEASIBILITY ANALYSIS – STAFFING

JANUARY 29, 2026

GRANT COUNTY, WISCONSIN

MATRIX
CONSULTING GROUP

TABLE OF CONTENTS

1.	INTRODUCTION	1
2.	WORKLOAD AND STAFFING ANALYSIS	1
2.1	KEY ASSUMPTIONS	1
2.2	CURRENT WORKLOAD AND STAFFING	2
2.3	CONSOLIDATED MODEL	7
2.4	FUTURE PROJECTIONS	13
2.5	SUMMARY OF STAFFING NEEDS AND IMPACT	14

1. INTRODUCTION

Matrix Consulting Group was retained by Grant County to conduct a public safety answering point (PSAP) consolidation feasibility study. The study will evaluate the potential for shared services and consolidation of dispatch functions within the County.

This preliminary staffing analysis provides an evaluation of the workload, staffing needs, performance implications, and personnel costs associated with a potential consolidation of PSAPs in the County.

This analysis will be incorporated with subsequent analyses of technology needs, governance considerations, and facilities requirements in subsequent stages of the project.

2. WORKLOAD AND STAFFING ANALYSIS

This section addresses the workload, staffing, and scheduling needs associated with a consolidated dispatch center in Grant County, as well as estimated cost impacts for each PSAP. It evaluates the workload streams of each center and addresses performance targets, effective minimum staffing targets, and the assumption of administrative duties.

2.1 KEY ASSUMPTIONS

The analysis relies on a number of key assumptions regarding the potential transition and the roles of each location in supporting it:

- A consolidated center would be staffed to meet the APCO/NENA performance metrics for call answering time and to maintain a target dispatch occupancy rate of no more than 50%.
- The consolidated center would enter municipal warrants and other CJIS entries for Platteville, as the County does now for the other municipal agencies it serves.
- The consolidated center would perform emergency medical dispatch (EMD) and assume the longer call durations associated with it.
- Platteville may retain some or all of their current dispatch positions, reclassifying them as clerical positions, or eliminate them entirely depending on how many hours the City wishes to maintain an in-person presence at the Police Department.

- Platteville would be responsible for taking administrative (non-911) calls to their police departments during business hours, while these calls would be answered at the consolidated center during the unstaffed hours. However, for modeling purposes, all administrative calls are shown as answered at the consolidated center to demonstrate its capacity if necessary.
- Front desk reception, cashiering, and other ancillary duties at Platteville would occur only during the hours when the Police Department lobby is staffed.
- Most records management responsibilities (those that can be completed during business hours) would remain with Platteville. The consolidated center would assume a role in supporting them, similar to the County's current support for the other municipal departments it serves.
- Overall dispatch workload in the County will increase only slightly over the next 15 years, consistent with the Wisconsin State Department of Administration's 2025 population projections as outlined in the Phase 1 analysis. This is described in more detail below.

2.2 CURRENT WORKLOAD AND STAFFING

This section discusses the workload – both direct dispatch functions and ancillary duties – and performance of the two PSAPs in the current separate configuration.

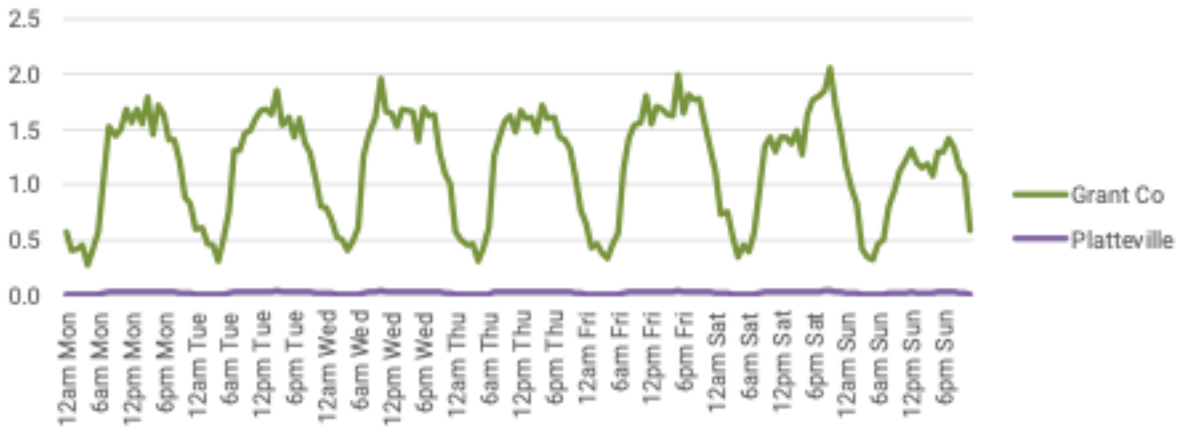
2.2.1 CURRENT PSAP WORKLOADS

The following points show the current workload, and discuss the ancillary duties performed, at each of the two current PSAPs.

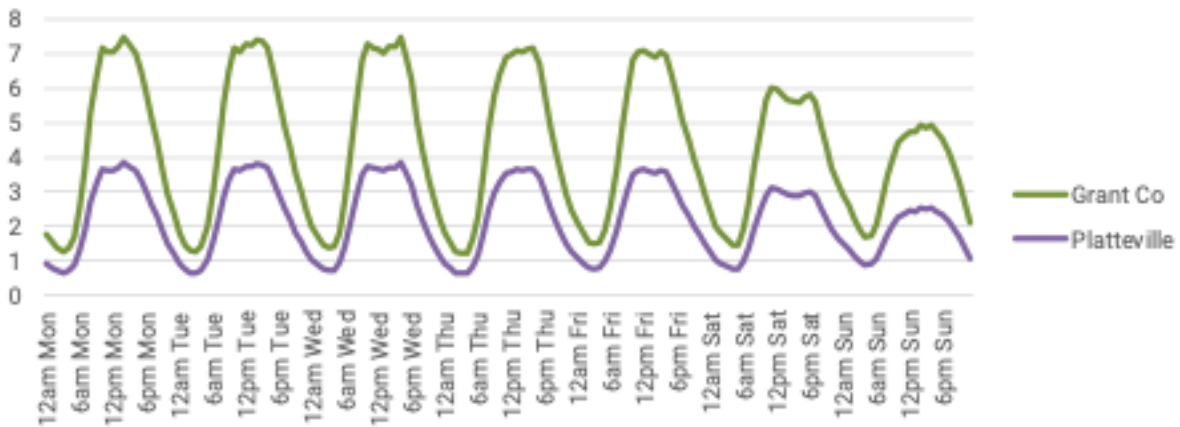
CALL-TAKING AND DISPATCH

The following charts show, based on the available data, the weekly workload of each of the two current PSAPs. The 911 call volumes, administrative calls, law enforcement dispatch entries, and Fire/EMS dispatch entries are shown in each of the four charts, respectively.

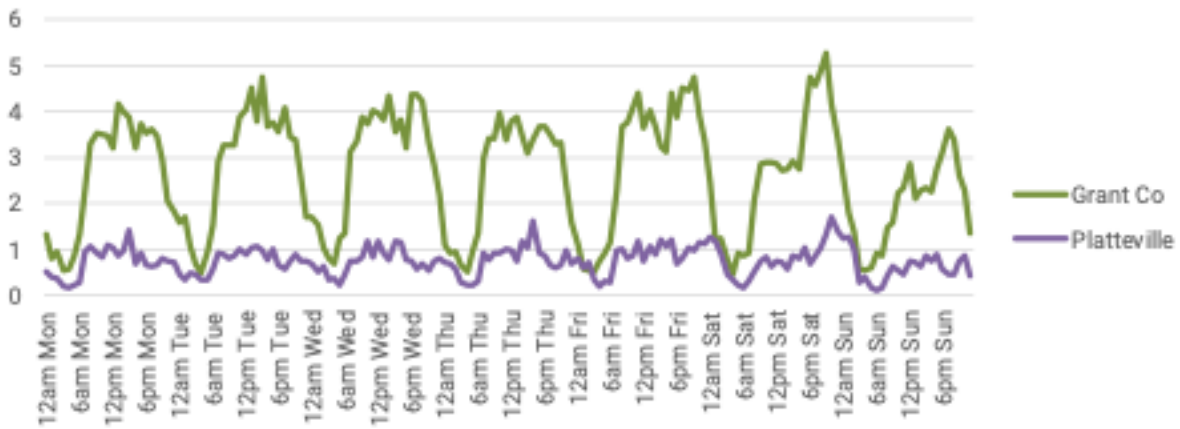
WEEKLY AVERAGE 911 CALLS BY HOUR



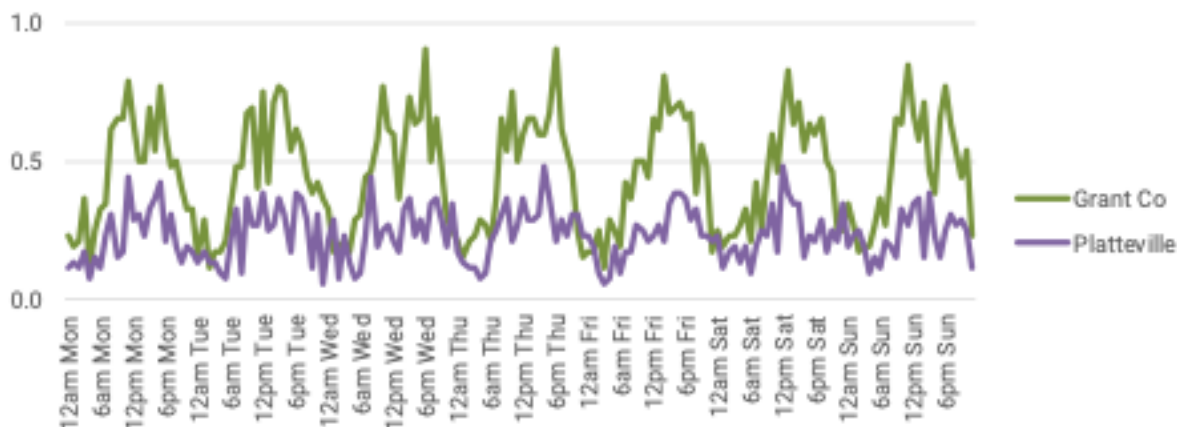
WEEKLY AVERAGE ADMINISTRATIVE CALLS BY HOUR



WEEKLY AVERAGE LAW DISPATCH ENTRIES BY HOUR



WEEKLY AVERAGE FIRE/EMS DISPATCH ENTRIES BY HOUR



As the charts show, the concrete dispatch workload is significantly greater for Grant County – particularly the volume of 911 calls and law enforcement dispatch events.

ANCILLARY DUTIES

In addition to the primary responsibilities related to call-taking and dispatch, the County’s PSAP is responsible for a number of ancillary support functions for the Sheriff’s Office and public safety in the County. These include:

- Handling non-emergency administrative calls for the Sheriff’s Office.
- Running RMS and criminal justice record queries for field units, including identities, vehicle plates, and premises history.
- Entering, maintaining, and annually validating criminal justice records, including warrants, restraining orders, missing persons, and stolen/missing property or vehicles. The County entered 578 warrants in 2025, an average of 1.6 per day. They validate about 60-65 warrants monthly, an average of 2.1 per day.
- Monitoring Sheriff’s Office vehicle locations through the CAD system and Mach AVL application, and monitoring radio traffic for the County Highway Department.
- Activating severe weather sirens, issuing local mass public safety notifications via the Code Red tool, and initiating multi-agency response protocols with Platteville and neighboring agencies.

The Platteville Police Department PSAP is also responsible for a number of ancillary support functions for the Department and the City. These include:

- Handling non-emergency calls for the Police Department, as well as other City functions after hours when selected by callers.
- Serving as the front desk for the Police Department after business hours, including walk-in calls for service and initial intake of case records and open records requests.
- Monitoring the CCTV cameras for the building, including booking area, sally port, and entry vestibule. Monitoring cameras at other City locations and schools, as well as panic alarms at City sites. Monitoring PD vehicle location via Mach application.
- Creating and updating manual RMS entries for calls for service, running RMS and criminal justice records queries for field units, and entering/clearing warrants, stolen property, vehicles, and missing persons. The center entered 56 warrants in 2025, an average of about one per week.
- Activating severe weather sirens and issuing local mass public safety notifications via the Code Red tool.
- Monitor radio traffic for the City's non-emergency government talk group.

2.2.2 PERFORMANCE

The following points discuss the call answering speed and estimated dispatcher occupancy rate for each of the two current PSAPs.

CALL ANSWERING TIMES

Call answering times are among the most concrete and important performance metrics for a 911 center, measuring the length of time that a caller waits before their call is answered.

Grant County and Platteville both have excellent call answering times. The County answers 99.4% of inbound 911 calls within 10 seconds. Platteville answers 98.1% of inbound 911 calls within 10 seconds.

OCCUPANCY RATE

The dispatcher Occupancy Rate is the percentage of time in a given hour that a dispatcher spends on time-sensitive work (actively engaged on a phone call, on the radio, or making a CAD entry). For example, a dispatcher spending 24 minutes on this work over the course of an hour would have an occupancy rate of 40% for that hour ($24 \div 60$). The available call-taking and dispatch workload data can be used to calculate estimated occupancy rates:

- The average number of inbound phone calls (both 911 and administrative calls) are multiplied by the average number of minutes. In this case, the average duration is 98

seconds for 911 calls, 104 seconds for administrative calls to Grant County, and 97 seconds for administrative calls to Platteville.

- Most agencies average 50-70 seconds of push-to-talk radio airtime per CAD entry. For Grant County, we have conservatively modeled an average of 75 seconds per entry. For Platteville, the available data suggests a much longer duration of 184 seconds for law enforcement events and 131 seconds for Fire/EMS events. Longer durations are more common for smaller agencies on their own talk groups that do not have to share crowded airtime with dozens of units.
- In the absence of any industry standard, our experience with agencies across the country suggests an average of 2 minutes of active dispatcher time per CAD entry, with the additional per-call radio traffic added to this figure.

Using these data points and the on-duty staffing in a PSAP, an average occupancy rate can be calculated for each hour of the week. The following tables show this for Grant County and Platteville. The figures reflect two dispatchers on duty at all times for the County, and one on duty for Platteville.

WORKLOAD AND AVERAGE OCCUPANCY RATE – GRANT COUNTY

	Phone Call Mins/Hr (911 and Admin)							Dispatch Mins/Hr							Occupancy Rate						
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am	4.0	4.1	4.8	4.1	4.7	6.1	6.9	5.6	6.2	7.5	4.9	4.9	9.7	10.5	8%	9%	10%	7%	8%	13%	14%
1am	3.4	3.5	4.0	3.5	3.8	4.6	6.1	3.6	6.6	6.1	4.0	2.9	5.2	7.6	6%	8%	8%	6%	6%	8%	11%
2am	3.1	3.0	3.4	2.9	3.4	4.4	5.2	4.1	4.0	4.4	4.0	3.0	5.7	6.3	6%	6%	7%	6%	5%	8%	10%
3am	2.9	2.9	3.2	2.9	3.2	3.6	4.0	4.0	3.3	4.0	3.8	2.9	4.2	3.4	6%	5%	6%	6%	5%	7%	6%
4am	2.8	2.9	3.1	2.7	3.2	3.1	3.5	2.5	2.5	3.4	2.9	3.4	2.9	2.9	4%	5%	5%	5%	6%	5%	5%
5am	3.6	4.3	4.0	3.5	4.0	3.3	3.5	4.1	4.8	5.4	4.6	4.3	4.5	3.3	6%	8%	8%	7%	7%	7%	6%
6am	5.3	6.3	5.8	5.0	5.3	3.9	4.4	6.3	7.2	6.3	6.0	5.7	4.3	5.2	10%	11%	10%	9%	9%	7%	8%
7am	8.1	9.4	9.1	8.2	8.2	5.6	5.6	10.0	13.2	13.3	12.7	10.8	5.7	5.2	15%	19%	19%	17%	16%	9%	9%
8am	11.6	11.8	12.2	10.7	10.7	8.0	7.3	15.2	14.1	14.9	15.3	14.8	9.7	7.9	22%	22%	23%	22%	21%	15%	13%
9am	13.4	13.7	14.4	12.6	12.7	10.6	8.4	15.8	15.4	17.5	16.2	16.5	13.9	9.3	24%	24%	27%	24%	24%	20%	15%
10am	14.8	14.8	15.9	13.7	14.4	12.1	9.5	16.0	15.6	20.3	17.5	17.2	14.4	11.3	26%	25%	30%	26%	26%	22%	17%
11am	15.0	14.9	15.2	14.4	15.1	12.6	9.9	16.7	16.4	17.9	15.1	18.8	13.6	13.2	26%	26%	28%	25%	28%	22%	19%
12pm	14.8	15.3	15.1	14.8	14.8	12.7	10.4	15.5	17.9	16.9	17.1	16.8	14.5	13.9	25%	28%	27%	27%	26%	23%	20%
1pm	15.3	15.3	14.7	14.9	14.9	12.4	10.2	18.1	18.3	15.8	17.2	17.9	14.6	11.6	28%	28%	25%	27%	27%	23%	18%
2pm	15.5	15.5	15.2	14.8	14.7	12.1	10.4	16.5	17.1	18.4	16.0	17.9	14.4	11.8	27%	27%	28%	26%	27%	22%	19%
3pm	15.6	15.8	15.3	14.8	14.9	12.2	10.4	17.5	19.9	16.5	14.5	16.1	15.0	11.4	28%	30%	26%	24%	26%	23%	18%
4pm	14.6	14.9	15.7	15.2	14.7	11.8	10.3	15.2	16.5	16.8	15.7	16.0	13.4	10.6	25%	26%	27%	26%	26%	21%	17%
5pm	14.1	13.9	14.3	14.2	14.4	12.6	10.3	17.8	17.3	14.8	16.7	20.5	17.1	13.0	27%	26%	24%	26%	29%	25%	19%
6pm	12.8	12.4	13.6	12.7	12.7	13.0	10.0	18.0	15.5	19.2	17.6	17.8	20.1	14.2	26%	23%	27%	25%	25%	28%	20%
7pm	11.2	11.0	11.4	10.8	11.8	12.6	9.5	15.3	17.7	18.3	15.6	20.1	19.8	16.0	22%	24%	25%	22%	27%	27%	21%
8pm	10.0	9.7	10.0	9.5	10.7	11.6	8.7	15.1	14.2	18.0	14.7	18.2	19.3	14.9	21%	20%	23%	20%	24%	26%	20%
9pm	8.3	8.2	7.9	8.3	9.7	10.9	7.6	12.0	13.0	14.3	13.6	19.1	21.2	11.2	17%	18%	19%	18%	24%	27%	16%
10pm	6.5	7.0	6.6	6.8	8.5	9.2	6.5	8.8	10.5	11.1	9.6	15.4	16.1	10.3	13%	15%	15%	14%	20%	21%	14%
11pm	5.4	5.6	5.5	5.5	7.2	8.0	4.6	7.9	7.8	9.3	6.5	12.5	13.3	5.8	11%	11%	12%	10%	16%	18%	9%

WORKLOAD AND AVERAGE OCCUPANCY RATE – PLATTEVILLE

Phone Call Mins/Hr (911 and Admin)								Dispatch Mins/Hr								Occupancy Rate							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am	1.5	1.5	1.7	1.5	1.7	2.1	2.4	12am	3.2	2.9	4.7	4.4	5.3	8.0	7.7	12am	8%	7%	11%	10%	12%	17%	17%
1am	1.3	1.2	1.4	1.3	1.5	1.7	2.2	1am	2.8	2.6	4.3	4.1	4.1	6.9	7.9	1am	7%	6%	9%	9%	9%	14%	17%
2am	1.2	1.1	1.2	1.1	1.3	1.5	1.9	2am	2.4	3.3	3.9	3.4	4.6	6.0	6.7	2am	6%	7%	8%	7%	10%	13%	14%
3am	1.1	1.0	1.2	1.0	1.2	1.3	1.6	3am	2.4	3.7	3.3	2.7	2.7	3.7	2.8	3am	6%	8%	8%	6%	7%	8%	7%
4am	1.2	1.2	1.2	1.0	1.3	1.2	1.4	4am	1.4	2.3	2.8	1.7	1.5	2.5	2.6	4am	4%	6%	7%	5%	5%	6%	7%
5am	1.4	1.7	1.5	1.4	1.6	1.2	1.5	5am	2.1	2.6	1.7	1.8	2.7	2.1	1.5	5am	6%	7%	5%	5%	7%	6%	5%
6am	2.1	2.5	2.3	1.9	2.1	1.6	1.7	6am	2.0	4.0	2.8	2.8	2.1	1.3	1.3	6am	7%	11%	9%	8%	7%	5%	5%
7am	3.1	3.5	3.4	3.0	3.1	2.3	2.3	7am	6.1	6.3	5.1	6.1	6.2	2.5	1.8	7am	15%	16%	14%	15%	15%	8%	7%
8am	4.4	4.7	4.7	4.1	4.1	3.1	2.9	8am	7.3	5.2	6.1	5.6	6.2	3.9	3.5	8am	19%	16%	18%	16%	17%	12%	11%
9am	5.4	5.5	5.7	4.9	4.9	4.1	3.3	9am	5.4	6.0	5.5	6.6	5.7	5.3	4.2	9am	18%	19%	19%	19%	18%	16%	13%
10am	6.0	6.0	6.1	5.4	5.7	4.7	3.7	10am	5.6	6.0	7.4	6.1	5.6	6.2	4.7	10am	19%	20%	23%	19%	19%	18%	14%
11am	5.9	5.9	6.0	5.8	5.9	5.0	3.8	11am	8.1	7.0	6.0	6.7	7.5	4.6	3.8	11am	23%	21%	20%	21%	22%	16%	13%
12pm	5.9	6.1	6.0	5.8	5.9	5.0	4.0	12pm	7.2	6.5	7.5	7.2	5.3	6.2	5.4	12pm	22%	21%	23%	22%	19%	19%	16%
1pm	6.1	6.1	5.9	5.9	5.8	4.9	4.0	1pm	6.2	6.5	6.2	5.7	7.1	5.8	5.8	1pm	20%	21%	20%	19%	22%	18%	16%
2pm	6.3	6.2	6.0	5.9	5.8	4.8	4.1	2pm	6.4	7.0	5.8	7.8	6.1	4.8	4.6	2pm	21%	22%	20%	23%	20%	16%	14%
3pm	6.1	6.2	6.1	6.0	5.9	4.7	4.1	3pm	9.2	7.2	8.2	7.3	8.1	6.5	6.3	3pm	26%	22%	24%	22%	23%	19%	17%
4pm	5.9	6.0	6.3	6.0	5.8	4.7	4.1	4pm	5.5	5.8	7.7	10.6	7.5	5.0	5.2	4pm	19%	20%	23%	28%	22%	16%	16%
5pm	5.4	5.5	5.8	5.6	5.4	4.8	4.0	5pm	7.0	6.1	5.5	6.6	8.5	6.8	5.9	5pm	21%	19%	19%	20%	23%	19%	16%
6pm	4.9	4.9	5.2	4.9	4.8	4.9	3.8	6pm	4.7	5.2	5.1	5.8	5.6	5.0	4.5	6pm	16%	17%	17%	18%	17%	16%	14%
7pm	4.3	4.1	4.3	4.1	4.3	4.7	3.5	7pm	5.0	5.0	4.8	4.9	5.8	6.1	4.0	7pm	15%	15%	15%	15%	17%	18%	13%
8pm	3.7	3.6	3.6	3.5	3.8	4.2	3.2	8pm	5.0	5.9	5.6	5.1	7.5	7.6	3.9	8pm	15%	16%	15%	14%	19%	20%	12%
9pm	3.1	3.0	2.8	3.0	3.3	3.7	2.8	9pm	5.8	6.1	4.3	5.6	6.8	9.0	5.8	9pm	15%	15%	12%	14%	17%	21%	14%
10pm	2.5	2.6	2.3	2.5	2.9	3.1	2.3	10pm	4.7	5.5	5.2	6.9	7.9	10.4	6.0	10pm	12%	13%	13%	16%	18%	23%	14%
11pm	2.0	2.1	1.9	2.1	2.5	2.7	1.8	11pm	4.7	4.4	5.9	5.1	7.5	9.3	3.1	11pm	11%	11%	13%	12%	17%	20%	8%

Given the impossibility of spending 100% of work time actively engaged in dispatching activity and the importance of avoiding staff burnout in the emergency communications field, the maximum occupancy rate should fall well below 100%. No formal standard exists for this, but APCO recommends a range of 60-80% for dedicated call takers. In mixed-discipline environments like Grant County and Platteville, we use a 50% occupancy rate (utilization rate) as a target. This means no more than 30 minutes per hour.

Both centers fall comfortably within this threshold currently, although ancillary duties such as CJIS entries and walk-up counter service certainly add to their workload.

This analysis suggests that each center is appropriately staffed currently.

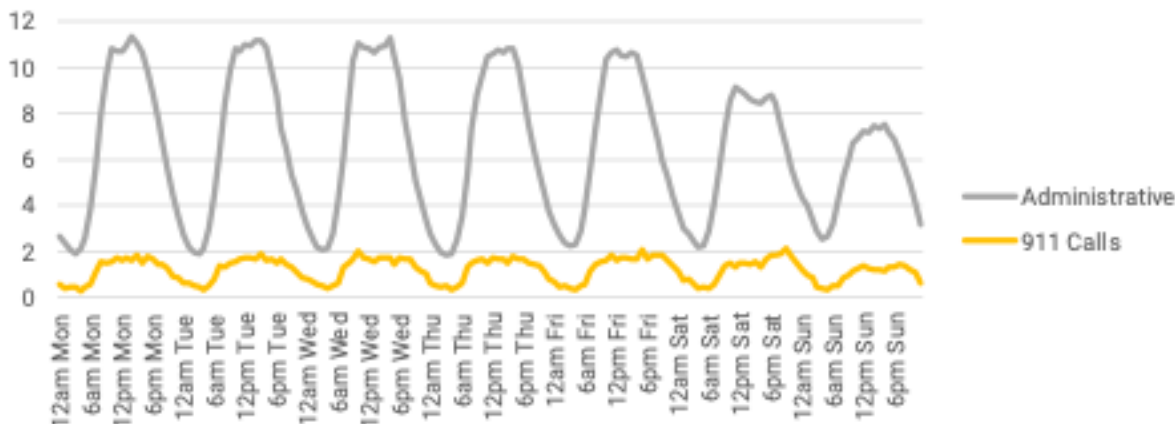
2.3 CONSOLIDATED MODEL

This section outlines the workload associated with a consolidated PSAP model and determines the shift staffing needs, projected occupancy rates, and total authorized positions needed to support it.

2.3.1 PSAP WORKLOADS

The following chart shows the combined 911 and administrative call volumes for the three PSAPs, averaged across each hour of the week. It assumes that a combined PSAP would handle all 911 and administrative calls for the County.

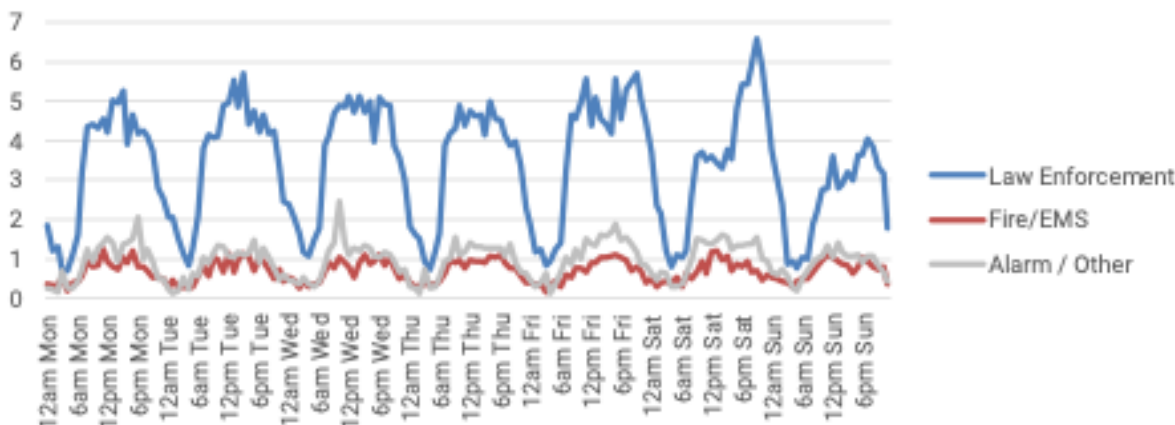
WEEKLY AVERAGE PHONE CALLS (911 AND ADMIN) BY HOUR



In reality, the peak volume for administrative calls would likely be lower than this, assuming that such calls to the Platteville PD would continue to be taken at the police station (rather than a consolidated PSAP) during business hours.

The following chart shows the combined law enforcement and fire/EMS dispatch volume for the three PSAPs, averaged across each hour of the week. It assumes that a combined PSAP would handle all CAD entries and dispatch for the Sheriff’s Office, the municipal agencies they currently serve, and the agencies served by Platteville.

WEEKLY AVERAGE DISPATCH ENTRIES BY HOUR



The following section discusses the impact of this workload and the number of on-duty personnel needed to accommodate it.

2.3.2 POSITION STAFFING NEEDS

Determining staffing needs begins by calculating the number of on-duty positions required for each hour of the week, based on the provided workload data.

FRAMEWORK AND METHODOLOGY

The following points outline the data-driven approach to determining on-duty staffing needs in a given hour for the dispatch center:

- Any staffing model must provide sufficient capacity to respond promptly to emergency calls. Minimum emergency call-taker staffing requirements are calculated using the Erlang-C model, a predictive performance model that estimates the number of staff needed to meet a specified service level (e.g., answering within 15 seconds) at a specified success rate (e.g., 90% of the time). The NENA/NFPA standard requires that 90% of 9-1-1 calls be answered within 15 seconds. Non-emergency calls are not subject to this standard.
- As noted above, our experience with agencies across the country suggests an average of 2 minutes of active dispatcher time per CAD entry, with the additional per-call radio traffic added to this figure. We assume that radio airtime would fall close to the 75 seconds per CAD entry used in modeling the County's workload, since the majority of calls would be for existing County customers and the Platteville agencies would become accustomed to more succinct communication when sharing with multiple agencies. While calls for service vary significantly in the workload they produce for dispatchers, this average is a useful metric for assessing staffing needs.

A staffing schedule should be sufficient to meet the requirements of the Erlang-C model for 911 call-taking while also keeping overall occupancy rates within a reasonable level. As noted above, a target of 50% is used for this.

BASE OCCUPANCY RATES

A consolidated center would be able to accommodate the workload of both current PSAPs with two dispatchers on duty (the current staffing of the County's center), while maintaining an average peak occupancy rate of about 40%. The actual occupancy rate of a consolidated center would be lower during business hours, assuming that the Platteville PD continues to handle its own administrative calls during those times.

This staffing level would also be sufficient to meet the requirements of the Erlang-C model for 911 call volume across both PSAPs, and these 911 calls are included as a workload factor in the tables above.

Ancillary duties such as additional CJIS entries and alarm monitoring for Platteville would add to the workload, but they are unlikely to push average occupancy rates close to 50%. The combined warrant entry and validation workload of the County and Platteville amounts to fewer than 2 entries and 3 validations per day. This equates to just over an hour of time that can be spread throughout the shift and completed between calls.

ADDITIONAL SHIFT STAFFING FACTORS

Two important factors complicate the staffing picture beyond the available data: the difficulty of break rotations under heavier workloads, and the additional work associated with emergency medical dispatch (EMD).

- Dispatchers should be able to take breaks during their shifts. Under current conditions, these rotations can typically be accomplished with two staff on duty. Under a consolidated scenario, however, workload would be greater and staff would be more heavily occupied (40% or more) during peak periods. Breaks would become more difficult without a third dispatcher.
- A consolidated center would likely include EMD service, as discussed further below. Some medical calls take much longer than the typical 98 seconds for most 911 calls currently; an average of 5-8 minutes per call is common. While medical calls account for only about 12-13% of total workload and this additional workload can still be accomplished with two dispatchers on duty, the duration of these calls further increases the difficulty of providing break rotations during peak periods.

To account for these factors, a consolidated center in the County should staff two dispatchers at all times, with a third during peak periods. To match the fluctuation of workload, this third position should likely be a “power shift” from 9am – 9pm, allowing the center to fill it using a pair of dispatchers on an alternating 12-hour schedule, similar to the current arrangement.

ADJUSTED SCHEDULE OCCUPANCY RATES

The following tables show the anticipated workload and dispatcher occupancy rate for a consolidated center handling the workload of both current PSAPs. This assumes:

- The center would be staffed with two dispatchers on duty at all times and a third dispatcher from 9am to 9pm, as described above.
- The average duration of 911 medical (EMD) calls is 8 minutes.

- The center handles all administrative calls, although realistically, Platteville would continue to receive these during business hours.

WORKLOAD AND AVERAGE OCCUPANCY RATE – CONSOLIDATED CENTER

Phone Call Mins/Hr (911 and Admin)								Dispatch Mins/Hr								Occupancy Rate							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am	6.0	6.2	7.3	6.2	7.1	9.3	10.5	12am	7.8	8.2	10.7	7.8	8.6	15.2	15.7	12am	12%	12%	15%	12%	13%	20%	22%
1am	5.1	5.4	6.1	5.3	5.8	7.1	9.4	1am	5.5	8.5	9.2	6.8	5.7	9.8	13.1	1am	9%	12%	13%	10%	10%	14%	19%
2am	4.7	4.5	5.1	4.5	5.2	6.7	7.9	2am	5.7	6.3	7.1	6.2	6.2	9.9	11.0	2am	9%	9%	10%	9%	10%	14%	16%
3am	4.5	4.4	4.9	4.4	4.9	5.5	6.1	3am	5.9	6.0	6.5	6.0	4.9	6.9	5.5	3am	9%	9%	10%	9%	8%	10%	10%
4am	4.3	4.5	4.8	4.0	4.9	4.7	5.3	4am	3.6	4.1	5.4	4.2	4.5	4.7	4.7	4am	7%	7%	8%	7%	8%	8%	8%
5am	5.5	6.5	6.0	5.4	6.2	5.0	5.4	5am	5.5	6.7	6.7	5.8	6.3	6.0	4.4	5am	9%	11%	11%	9%	10%	9%	8%
6am	8.1	9.6	8.8	7.6	8.1	6.0	6.7	6am	7.7	10.0	8.2	8.1	7.2	5.2	6.1	6am	13%	16%	14%	13%	13%	9%	11%
7am	12.3	14.3	13.8	12.5	12.5	8.5	8.5	7am	14.1	17.5	16.9	16.9	15.1	7.4	6.5	7am	22%	27%	26%	25%	23%	13%	13%
8am	17.7	17.9	18.5	16.4	16.3	12.2	11.1	8am	20.3	17.6	19.3	19.2	19.0	12.5	10.5	8am	32%	30%	32%	30%	29%	21%	18%
9am	20.5	20.9	22.0	19.2	19.4	16.1	12.8	9am	19.4	19.6	21.3	20.8	20.4	17.6	12.3	9am	22%	22%	24%	22%	22%	19%	14%
10am	22.6	22.6	24.2	20.9	21.9	18.5	14.5	10am	19.9	19.8	25.4	21.8	21.0	18.8	14.8	10am	24%	24%	28%	24%	24%	21%	16%
11am	22.8	22.6	23.1	21.9	23.1	19.1	15.1	11am	22.4	21.3	22.1	19.7	23.9	16.9	16.0	11am	25%	24%	25%	23%	26%	20%	17%
12pm	22.5	23.3	22.9	22.6	22.6	19.3	15.8	12pm	20.6	22.4	22.1	22.2	20.5	18.9	17.6	12pm	24%	25%	25%	25%	24%	21%	19%
1pm	23.3	23.3	22.3	22.7	22.6	18.9	15.5	1pm	22.4	22.7	20.2	21.3	22.7	18.8	15.7	1pm	25%	26%	24%	24%	25%	21%	17%
2pm	23.6	23.6	23.2	22.6	22.4	18.4	15.8	2pm	20.9	21.9	22.5	21.4	22.2	17.9	15.1	2pm	25%	25%	25%	24%	25%	20%	17%
3pm	23.7	24.1	23.2	22.5	22.7	18.5	15.8	3pm	23.9	25.0	22.3	19.6	21.6	19.6	15.8	3pm	26%	27%	25%	23%	25%	21%	18%
4pm	22.2	22.7	23.8	23.1	22.4	17.9	15.7	4pm	19.1	20.6	22.2	23.0	21.3	16.8	14.3	4pm	23%	24%	26%	26%	24%	19%	17%
5pm	21.4	21.2	21.7	21.7	21.9	19.2	15.7	5pm	22.7	21.4	18.7	21.4	26.4	21.8	17.2	5pm	25%	24%	22%	24%	27%	23%	18%
6pm	19.5	18.8	20.7	19.4	19.3	19.7	15.3	6pm	21.3	19.2	22.8	21.5	21.8	23.6	17.4	6pm	23%	21%	24%	23%	23%	24%	18%
7pm	17.0	16.8	17.4	16.5	18.0	19.2	14.5	7pm	18.9	21.3	21.7	19.1	24.2	24.1	18.9	7pm	20%	21%	22%	20%	23%	24%	19%
8pm	15.3	14.7	15.3	14.6	16.3	17.7	13.2	8pm	18.7	18.5	22.0	18.5	23.6	24.8	17.8	8pm	19%	18%	21%	18%	22%	24%	17%
9pm	12.7	12.5	12.1	12.7	14.8	16.7	11.5	9pm	16.2	17.4	17.4	17.7	23.9	27.5	15.4	9pm	24%	25%	25%	25%	32%	37%	22%
10pm	10.0	10.7	10.1	10.4	13.0	14.1	9.9	10pm	12.0	14.3	14.8	14.4	20.9	23.1	14.5	10pm	18%	21%	21%	21%	28%	31%	20%
11pm	8.2	8.5	8.4	8.4	11.0	12.2	7.0	11pm	11.1	10.8	13.5	10.2	17.9	19.8	7.9	11pm	16%	16%	18%	16%	24%	27%	12%

These figures show that the center would fall comfortably below the average maximum occupancy rate target of 50%, with the projected average peaking at 37% (and potentially lower depending on Platteville’s approach to staffing the police station for administrative call-taking).

The center would also schedule additional staff during major County events or periods of severe weather, continuing the County’s existing practice, but these would be staffed with part-time personnel or overtime rather than regularly scheduled dispatchers.

Platteville would need to retain only enough personnel to staff the Police Department lobby window and answer administrative calls during its preferred periods.

2.3.3 TOTAL STAFFING NEEDS

The following points outline the filled dispatch positions needed under a consolidated model, the support needs associated with new State requirements, and the total number of authorized positions recommended.

FILLED DISPATCH POSITIONS

The total occupied minutes calculation above shows the consolidated center being staffed with five dispatchers per day (2 day shift, 2 night shift, and 1 power shift), seven days per week. Following the existing model of the County's PSAP, this can be accomplished using 10 filled full-time dispatch positions and a group of part-time dispatchers.

The Platteville PD could elect to eliminate dispatch positions, relying on the Administrative assistant to take non-911 calls and continue providing counter service in the lobby from 8am – 4:30pm on weekdays. They may also choose instead to adjust staffing and hours to maintain a presence in the lobby for extended hours such as 6am – 10pm, or even on a 24/7 basis. Platteville's decision would not directly impact emergency dispatch work or the staffing needs of the consolidated center, although it would affect the administrative call volume and the customer service experience of Platteville residents.

SUPERVISORY AND SUPPORT ROLES

The Grant County PSAP currently operates with a single Communications Supervisor overseeing dispatchers. Consolidation would create needs and opportunities that may facilitate an additional support position.

- The center does not use EMD software or maintain a formal quality assurance program. However, the County will be required to adopt an EMD program (or contract with an EMD vendor) within 3 years if it secures any more State grant funding to facilitate a consolidation effort.
- An EMD software platform would be best implemented and managed by a Training and Quality Assurance Coordinator role within the center. With the oversight of the Supervisor, this position would work with fire and EMS agencies to oversee the scripts, criteria, and programming of the EMD system. They would also oversee the development of a quality assurance program and contribute to staff training.

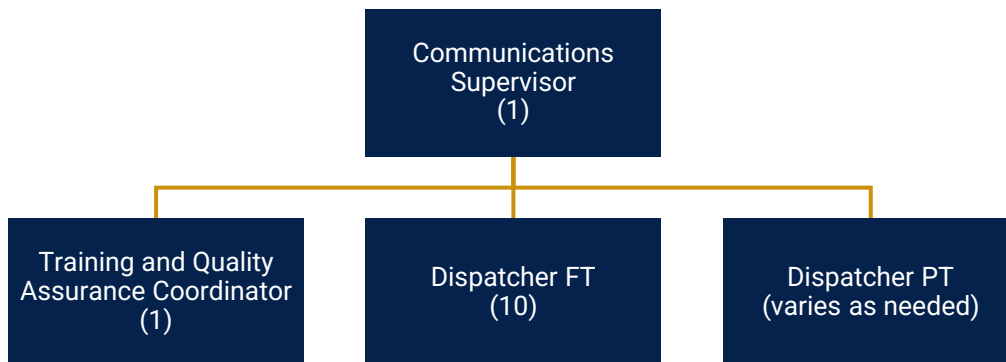
While this position may not be feasible or necessary under the current separate PSAP arrangement, a consolidated model would create more workload, an additional funding source, and new service requirements. A Training and Quality Assurance Coordinator would be a valuable asset in this scenario.

AUTHORIZED POSITIONS

The County's PSAP currently operates with eight (8) full-time dispatchers who fill the base scheduling rotation, as well as several part-time staff who provide capacity in cases of an absence or a position vacancy.

The consolidated model would require two additional filled dispatch positions. The use of full-time staff for regularly scheduled shifts and part-time staff on an as-needed basis would continue to be sufficient for the dispatch floor. Accounting for an additional Training and Quality Assurance Coordinator, the following organizational chart depicts the structure – similar to the current model – of the potential consolidated center. This structure assumes that the center would continue to be hosted by the Sheriff’s Office, although governance considerations will be explored in a subsequent stage of this project.

CONSOLIDATED DISPATCH ORGANIZATIONAL CHART



As noted above, Platteville’s staffing needs would depend on how they plan to staff the Police Department’s administrative role and the lobby window. Maintaining 24/7 staffing would require a total of three full-time and three part-time positions, including the administrative assistant. Reducing the in-person lobby presence to 80 hours per week could be accomplished with two full-time and one or two part-time staff.

2.4 FUTURE PROJECTIONS

This section explores the staffing and organizational needs associated with future projections over the next 15 years at each existing PSAP and the potential consolidated center.

As outlined in the profile and earlier in this document, the State Department of Administration predicts no significant net population change in the County through 2040, but an aging of the existing population. The precise proportions of dispatch workload by age cohort cannot be determined from the available data, but the assumptions in this section include a 10% increase of 911 calls, administrative calls, and fire/EMS events to account for the increased needs of an aging population.

2.4.1 PROJECTED OCCUPANCY RATES

The following tables show the anticipated average occupancy rates of the Grant County PSAP, the Platteville PD PSAP, and a potential consolidated center handling the workload of both.

These projections correspond with a hypothetical 2040 time period, assuming increased workloads associated with an aging population as noted above. Other assumptions include:

- Staffing arrangements are similar to the current situation for the existing PSAPs (two dispatchers on duty at all times for the County and one dispatcher at all times for Platteville).
- Staffing arrangements for the consolidated model align with the recommended staffing (two dispatchers at all time with a third from 9am – 9pm).
- Both the separate County center and the consolidated center provide EMD service, and the average duration of 911 medical (EMD) calls is 8 minutes.
- The center handles all administrative calls, although Platteville would realistically continue to receive these during business hours.

SEPARATE VS CONSOLIDATED OCCUPANCY RATES – 2040 PROJECTION

Grant County PSAP								Platteville PD PSAP								Consolidated Center							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am	9%	9%	11%	8%	9%	15%	16%	12am	8%	8%	11%	10%	12%	17%	17%	12am	12%	13%	16%	12%	14%	21%	23%
1am	6%	9%	9%	7%	6%	9%	13%	1am	7%	7%	10%	9%	10%	15%	17%	1am	9%	12%	13%	11%	10%	15%	20%
2am	7%	6%	7%	6%	6%	9%	11%	2am	6%	8%	9%	8%	10%	13%	15%	2am	9%	9%	11%	9%	10%	14%	17%
3am	6%	6%	7%	6%	6%	7%	7%	3am	6%	8%	8%	6%	7%	9%	8%	3am	9%	9%	10%	9%	9%	11%	10%
4am	5%	5%	6%	5%	6%	6%	6%	4am	4%	6%	7%	5%	5%	7%	7%	4am	7%	8%	9%	7%	8%	8%	9%
5am	7%	8%	9%	7%	8%	7%	6%	5am	6%	7%	6%	6%	8%	6%	5%	5am	10%	12%	11%	10%	11%	10%	9%
6am	11%	12%	11%	10%	10%	8%	9%	6am	7%	11%	9%	8%	7%	5%	5%	6am	14%	17%	15%	14%	14%	10%	11%
7am	17%	21%	20%	19%	17%	10%	10%	7am	16%	17%	15%	16%	16%	8%	7%	7am	23%	28%	27%	26%	24%	14%	13%
8am	25%	24%	25%	24%	23%	16%	14%	8am	20%	17%	19%	17%	18%	12%	11%	8am	33%	31%	33%	31%	31%	22%	19%
9am	27%	27%	29%	26%	27%	22%	16%	9am	19%	20%	20%	20%	19%	16%	13%	9am	23%	24%	25%	23%	23%	20%	15%
10am	28%	28%	33%	29%	29%	24%	19%	10am	20%	21%	24%	20%	20%	19%	15%	10am	25%	25%	29%	25%	25%	22%	17%
11am	29%	29%	30%	27%	31%	24%	21%	11am	25%	23%	21%	22%	23%	17%	14%	11am	27%	26%	27%	24%	28%	21%	18%
12pm	28%	30%	29%	29%	29%	25%	22%	12pm	23%	22%	24%	23%	20%	20%	17%	12pm	25%	27%	26%	26%	25%	23%	20%
1pm	30%	31%	28%	29%	30%	25%	20%	1pm	22%	22%	21%	21%	23%	19%	17%	1pm	27%	27%	25%	26%	27%	22%	18%
2pm	29%	30%	31%	28%	30%	24%	20%	2pm	22%	23%	21%	24%	21%	17%	15%	2pm	26%	27%	27%	26%	26%	21%	18%
3pm	30%	33%	29%	27%	28%	25%	20%	3pm	27%	24%	25%	23%	25%	20%	18%	3pm	28%	29%	27%	25%	26%	22%	19%
4pm	27%	29%	30%	28%	28%	23%	19%	4pm	20%	21%	24%	29%	24%	17%	16%	4pm	24%	26%	27%	27%	26%	20%	18%
5pm	29%	28%	27%	28%	32%	27%	21%	5pm	22%	20%	20%	22%	24%	20%	17%	5pm	26%	25%	24%	25%	28%	24%	19%
6pm	28%	25%	30%	28%	28%	30%	22%	6pm	17%	18%	18%	19%	18%	17%	15%	6pm	24%	22%	26%	24%	24%	25%	19%
7pm	24%	26%	27%	24%	29%	30%	23%	7pm	16%	16%	16%	16%	18%	19%	13%	7pm	21%	22%	23%	21%	25%	25%	20%
8pm	23%	22%	26%	22%	26%	28%	21%	8pm	15%	17%	16%	15%	20%	20%	13%	8pm	20%	19%	22%	19%	23%	25%	18%
9pm	19%	19%	20%	20%	26%	29%	17%	9pm	15%	16%	13%	15%	18%	22%	15%	9pm	25%	26%	26%	27%	34%	38%	24%
10pm	14%	16%	16%	15%	22%	23%	15%	10pm	13%	14%	13%	16%	19%	23%	14%	10pm	19%	22%	22%	22%	30%	32%	21%
11pm	12%	12%	14%	11%	18%	20%	10%	11pm	12%	11%	14%	13%	17%	21%	8%	11pm	17%	17%	19%	16%	25%	28%	13%

As the figures show, a future increase in call volume and fire/EMS service needs would not exceed the capacity of a consolidated center while maintaining a reasonable average peak occupancy rate.

2.5 SUMMARY OF STAFFING NEEDS AND IMPACT

This section summarizes the staffing needs associated with consolidation for each PSAP, the impacts to performance and service levels, and the estimated personnel cost changes.

2.5.1 STAFFING NEEDS

The following points summarize the staffing impacts of consolidation for both the County and Platteville.

GRANT COUNTY

Assuming that the County would host the consolidated center, an additional two full-time dispatchers would be needed, along with a Training and Quality Assurance Coordinator. This equals a total increase of three positions. The part-time dispatcher pool, currently at 15 positions or more, would require no change.

PLATTEVILLE

As noted elsewhere in this document, the City’s staffing needs would depend solely on their preferred level of service for administrative call-taking and in-person customer service at the Police Department. The Department could elect to maintain 24/7 staffing in the lobby, maintain a presence in the lobby for some kind of extended hours, or eliminate dispatch positions completely and staff the administrative lobby window solely during business hours. Platteville’s decision would not directly impact emergency dispatch work or the staffing needs of the consolidated center.

2.5.2 OPERATIONAL IMPACT

The following points discuss the impact of consolidation on performance and service levels, resilience, and technology needs in the County.

PERFORMANCE

The level of public safety service provided by a dispatch center can be analyzed through four framing elements:

Speed of Service	Time is of the essence in emergency communications. Transferred calls, delayed dispatch, and other slowdowns should be avoided as much as possible.
Response Capacity	Public safety is improved when dispatchers have the necessary access and tools to quickly dispatch an appropriate and scalable field response.
First Responder Safety	Field responders are safer when they have access to live CAD updates, a radio dispatcher with sufficient capacity, speedy backup and mutual aid, and other resources to improve situational awareness.

Professionalism	Dispatch centers provide better service when they are staffed with certified, experienced, knowledgeable, full-time, well-trained personnel.
------------------------	--

In this scenario, all four of these framing elements can be improved through consolidation:

- **Speed of Service:** The Sheriff’s Office is the primary PSAP for all wireless 911 calls in the County, including those originating in Platteville. These calls are transferred to the Platteville PD dispatch center, creating a short delay (typically 10-15 seconds). In a consolidated scenario, this delay would be eliminated.
- **Response Capacity:** Under consolidation, Platteville’s 911 calls would no longer be answered by a single-seat dispatch center, which is out of compliance with NFPA standards. Instead, they would be answered by a center with two or three staff on duty. The center would also have access to dispatch every law enforcement, fire, and medical agency in the County.
- **First Responder Safety:** Consolidation would open the door for Platteville’s first responders to have mobile CAD in their vehicles with access to the same system as all other agencies in the County, improving situational awareness. It would also improve access to dispatch by ensuring redundant radio coverage, whereas a single dispatcher may be occupied with 911 intake or concurrent traffic.
- **Professionalism:** In the consolidated center, most shifts would be filled by a full-time dispatcher rather than the significant part-time staffing used by Platteville. Dispatchers would also have more constant experience from handling a greater number of 911 calls and dispatch events. They may have less direct knowledge of Platteville’s geography, but this can largely be mitigated through existing mapping tools. Resources for training and certification would also be greater in a consolidated scenario.

One potential area of reduced public safety service would be the in-person presence at the Platteville PD lobby. Currently offering 24/7 availability, this may continue or be reduced to a more limited schedule depending on the City’s needs. This would affect the customer service experience of residents visiting the Department in person.

RESILIENCE

Consolidation would centralize PSAP and dispatch functions for the County in a single location, but the two dispatch seats available at Platteville could likely serve as a capable backup site and a redundant site for servers and infrastructure. As long as the Platteville dispatch room is kept in good condition and its network and server room are maintained, consolidation can improve the resiliency of emergency communications by providing the County with a level of geographic

redundancy it currently lacks. The feasibility of facilities and a backup site will be explored further in subsequent stages of this project.

TECHNOLOGY

Consolidation would require a series of technology transitions to fully integrate Platteville into the communications environment led by the consolidated PSAP. This would include providing shared CAD / RMS access, appropriate routing of 911 and administrative calls, integrated radio communications, and other functionality such as EMD, station alerting, logging recording, etc. The needs and costs of technology transition to support consolidation will be explored further in subsequent stages of this project.

2.5.3 ESTIMATED COST IMPACT

The following table summarizes the estimated personnel cost or savings associated with consolidation for each agency, assuming that a consolidated center would be located at the Sheriff’s Office PSAP.

- The base wage for each agency is determined by multiplying the top step of its dispatchers' hourly wage scale by the annual scheduled hours for dispatchers under their current shift schedules.
- Benefit costs are factored in by applying an additional 36% to the base wage for the County and 42% for Platteville, consistent with their recent respective budget figures.
- The cost for a Coordinator position is estimated at 10% greater than the total cost for a Dispatcher.

The number of new positions gained or lost is multiplied by the total per-position cost to determine each center’s net annual personnel cost or savings from consolidation.

ESTIMATED PERSONNEL COST IMPACTS

	Grant Co	Platteville
Current Authorized Dispatcher Positions	8 FT / 15 PT	3 FT / 3 PT
New Authorized Dispatcher Positions	10 FT / 15 PT	2 FT / 1 PT
Dispatcher Position +/-	+2 FT / 0 PT	-1 FT / -2 PT
Annual Dispatcher Cost Estimate (Wages + Benefits)	\$94,987	\$85,354
Net Change in Dispatcher Cost (Savings)	\$189,974	(\$170,707)
Coordinator Position +/-	+1	-

	Grant Co	Platteville
Net Change in Coordinator Cost (Savings)	\$104,485	-
Total Net Change in Personnel Cost (Savings)	\$294,459	(\$170,707)

As the table shows, two additional authorized full-time positions in the County center would require an additional estimated additional budgeted expense of about \$190,000 annually for the County.

The savings for Platteville would vary depending on the selected staffing arrangement, but retaining 2 full-time and 1 part-time dispatcher to ensure extended customer service hours would result in annual saving of about \$170,000.



EMERGENCY COMMUNICATIONS CURRENT STATE PROFILE

January 16, 2026

GRANT COUNTY, WISCONSIN

MATRIX
CONSULTING GROUP

TABLE OF CONTENTS

1.	INTRODUCTION	1
2.	GRANT COUNTY	1
2.1	STAFFING	2
2.2	BUDGET AND COMPENSATION	3
2.3	WORKLOAD AND PERFORMANCE	4
2.4	FACILITIES	7
2.5	TECHNOLOGY	8
3.	PLATTEVILLE	9
3.1	STAFFING	9
3.2	BUDGET AND COMPENSATION	11
3.3	WORKLOAD AND PERFORMANCE	11
3.4	FACILITIES	13
3.5	TECHNOLOGY	14
4.	FUTURE PROJECTIONS	16

CURRENT STATE PROFILE

This current state profile has been compiled for Grant County as part of the public safety answering point (PSAP) feasibility study conducted by Matrix Consulting Group. The study will evaluate the potential for shared services and consolidation of dispatch functions within the County.

This profile document describes the current organization, budget, staffing, workload, facilities, and technology resources of each Center. It has been constructed through interviews with management and staff in each agency, on-site observations, and a review of the data obtained. This document will serve as a baseline reference for subsequent stages of the study.

1. INTRODUCTION

The emergency communications environment in Grant County is supported by two (2) distinct PSAPs, each with their own jurisdictions and customer agencies.

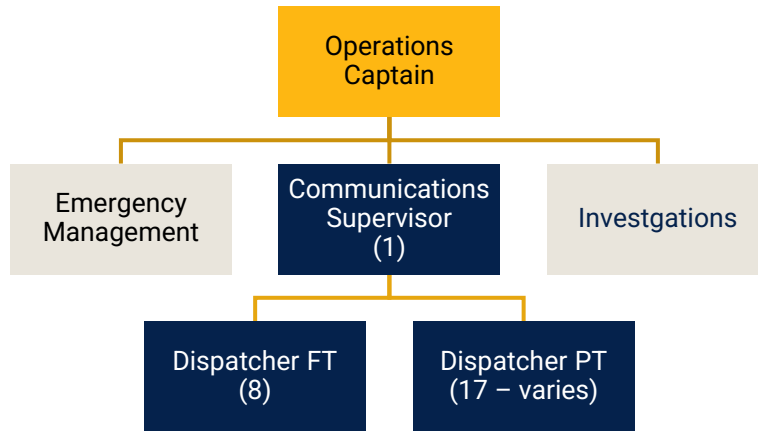
- The Sheriff's Office dispatch center is the primary PSAP for all wireless 9-1-1 calls in the County. It also receives landline calls from all jurisdictions except Platteville, and it dispatches the Sheriff's Office as well as all law enforcement and Fire/EMS units in the County other than those handled by Platteville.
- The Platteville dispatch center, located in the Police Department, processes calls from its jurisdiction as well as those transferred from the County center. It dispatches the Platteville police and fire departments as well as the UW-Platteville PD and the Southwest Medical System EMS units.

EMS response and medical transport is performed by EMS departments in each jurisdiction. The two dispatch centers share the use of E911 infrastructure, and a planned countywide radio network project will connect all agencies' radio systems as well.

2. GRANT COUNTY

The County's emergency communications center is a division of the Sheriff's Office. It serves as the primary PSAP for all cellular 9-1-1 calls in the County. It also receives landline calls from all jurisdictions except Platteville, and it dispatches the Sheriff's Office as well as all law enforcement and Fire/EMS units in the County other than those handled by Platteville. The following organizational chart depicts the structure of the dispatch center.

GRANT COUNTY DISPATCH ORGANIZATIONAL CHART



2.1 STAFFING

This section describes the center’s staffing levels, primary roles and duties of staff, and the shift schedule.

STAFF ROLES AND RESPONSIBILITIES

The following table outlines the number of currently filled and authorized positions in the dispatch center, as well as a summary of their key roles and responsibilities.

GRANT COUNTY – STAFF ROLES AND RESPONSIBILITIES

Position	Curr.	Auth.	Roles and Responsibilities
ADMINISTRATION			
Operations Captain	1	1	Reports to the Chief Deputy. Oversees the 911 dispatch center in addition to patrol and investigations. Leads technology and radio system projects, supervises operations, staffing and organizational direction, coordinates countywide public safety partnerships.
OPERATIONS			
Communications Supervisor	1	1	Reports to the Operations Captain. Oversees daily operations of the center, manages staffing and policies, evaluates trainees, coordinates with partner agencies, and supports emergency response needs.

Position Curr. Auth. Roles and Responsibilities

Dispatcher FT	8	8	Reports to the Communications Supervisor. Receives emergency and non-emergency calls, dispatches public safety resources, operates radios and computer systems, maintains unit status, and provides critical information to responders and the public while following established protocols.
Dispatcher PT	17	varies	
Total	9	9	

SHIFT SCHEDULE

Minimum staffing in the center is two (2) dispatchers at all times. Both dispatchers share responsibility for call-taking and dispatch; their roles on the shift are not distinct, allowing them to flex between disciplines.

The center operates on a schedule of 12-hour shifts, beginning at 0600 and 1800 hours. Staff work on a 14-day rotation:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
A Shift	X		X	X	X				X				X	X
B Shift		X				X	X	X		X	X	X		

This schedule produces four shifts in one week and three shifts in the next, on alternating weeks. Pay periods begin on Sunday. Staff sign a civil agreement allowing them to be paid for four (4) hours of overtime in the week they work four shifts.

OVERTIME

During the most recent 12-month period, the eight full-time staff and one part-time dispatcher worked a total of 1,116.5 hours of overtime. Most of this was scheduled overtime as part of the normal shift arrangement, which produces about 835 hours of built-in overtime per year. The remaining 282 hours are equivalent to about 1.6% of the total scheduled hours needed to staff the center with a minimum of two dispatchers for the full year.

2.2 BUDGET AND COMPENSATION

This section outlines the center’s budget over the last four years, as well as the compensation ranges for dispatch positions.

BUDGET

The following table shows the revenue and expense budget for the dispatch center in each of the four most recent fiscal years.

GRANT COUNTY COMMUNICATIONS BUDGET 2023 - 2026

Account Description	2023 Actual	2024 Actual	2025 Actual	2026 Budget
Personnel				
Communications Productive Pay	\$438,682	\$483,193	\$466,577	\$600,000
Communications Non Prod Pay	\$2,431	\$86,580	\$69,724	\$70,000
Communications Overtime	\$66,368	\$73,945	\$65,351	\$75,000
Communications Termination Pay	\$0	\$2,692	\$0	\$0
Communications SL Buyback	\$5,049	\$3,073	\$0	\$3,250
Communications Extra Hire	\$36,640	\$25,606	\$13,382	\$0
Communications Social Security	\$39,184	\$49,214	\$44,942	\$57,750
Communications Retirement	\$28,566	\$42,279	\$39,536	\$50,100
Comms Health Insurance	\$157,729	\$115,942	\$129,056	\$163,000
Communications Life Insurance	\$187	\$180	\$152	\$270
Communications Disability	\$1,178	\$1,385	\$1,289	\$1,375
Communications AD&D	\$27	\$27	\$22	\$42
Subtotal	\$776,040	\$884,116	\$830,032	\$1,020,787
Operations				
Communications Lights	\$0	\$1,199	\$0	\$0
Communications Phone/Internet	\$290	\$295	\$161	\$0
Comms Radio/Wireless Service	\$567	\$691	\$735	\$4,000
Comms Support/Maint. Agreements	\$232,239	\$3,308	\$2,537	\$0
Comms Radio Maint./Repair	\$2,046	\$12,092	\$0	\$15,000
Communications Other Expense	\$10,342	\$10,979	\$13,497	\$10,000
Communications Property Ins	\$875	\$2,385	\$6,762	\$0
Comms Tower Rent/Lease	\$22,072	\$21,032	\$18,875	\$10,000
Subtotal	\$268,431	\$51,981	\$42,567	\$39,000
Total	\$1,044,471	\$936,096	\$872,599	\$1,059,787

COMPENSATION

The eight full-time staff in the center hold the title of Dispatcher, which falls within the G grade of the pay scale. Their hourly wages range from \$26.73 per hour (Step 3 of the scale) to \$31.17 per hour (Step 10, the maximum).

The Supervisor falls within the I grade of the scale. This position’s hourly wage currently sits at \$35.21 per hour (at Step 10, the maximum).

2.3 WORKLOAD AND PERFORMANCE

This section summarizes the center’s annual call-taking and dispatch workload as well as key ancillary duties performed by staff.

CALL TAKING

The following table summarizes the number of phone calls captured by the County’s system during the 12-month period ending 11.30.25. This includes 9-1-1 calls, inbound non-emergency calls, and outbound calls.

PHONE CALL VOLUME BY TYPE (12 MONTHS ENDING 11.30.25)

Call Type	Count
9-1-1 Calls	10,255
Admin / Internal Calls	37,535
Outbound Calls	15,475
Total	63,265

During this period, 99.4% of inbound 911 calls were answered within 10 seconds. This is an exceptionally high level of performance; the national standard is 90% within 15 seconds.

An average of 2.8% of inbound 9-1-1 calls were abandoned. Nationwide call abandonment rates for emergency PSAPs typically range from 8-12%, with a rate of less than 6% considered high-performing.

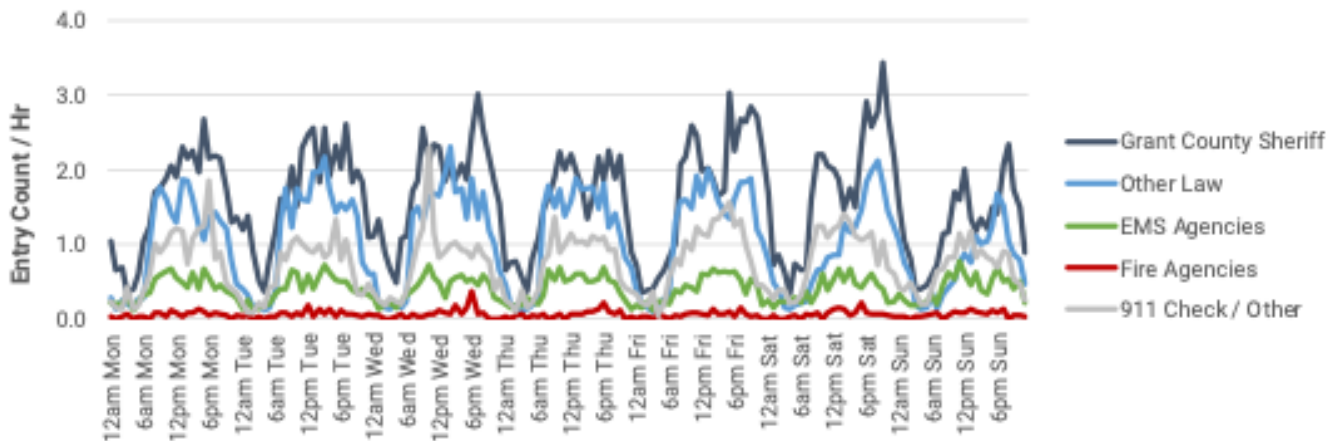
DISPATCH

The following table and chart summarize the number of calls for service, captured as CAD entries, handled by the dispatch center over a 12-month period. They are categorized by agency or agency type. The table shows the total volume of entries, while the chart shows the weekly averages by hour.

DISPATCH CAD ENTRIES BY TYPE (12 MONTHS))

Agency / Type	Count
Grant County Sheriff	14,827
Other Law Enforcement	10,267
Fire Agencies	951
EMS Agencies	4,340
911 Transfers, Checks, Test Entries	4,287
Total	34,672
Platteville Fire / Southwest Health EMS (Grant County not primary dispatch)	367

WEEKLY AVERAGE CAD ENTRIES BY HOUR (12 MONTHS)



ANCILLARY DUTIES

In addition to the primary responsibilities related to call-taking and dispatch, the center is responsible for a number of ancillary support functions for the Sheriff’s Office and public safety in the County. These include:

- Handling non-emergency administrative calls for the Sheriff’s Office.
- Running RMS and criminal justice record queries for field units, including identities, vehicle plates, and premises history.
- Entering, maintaining, and annually validating criminal justice records, including warrants, restraining orders, missing persons, and stolen/missing property or vehicles.

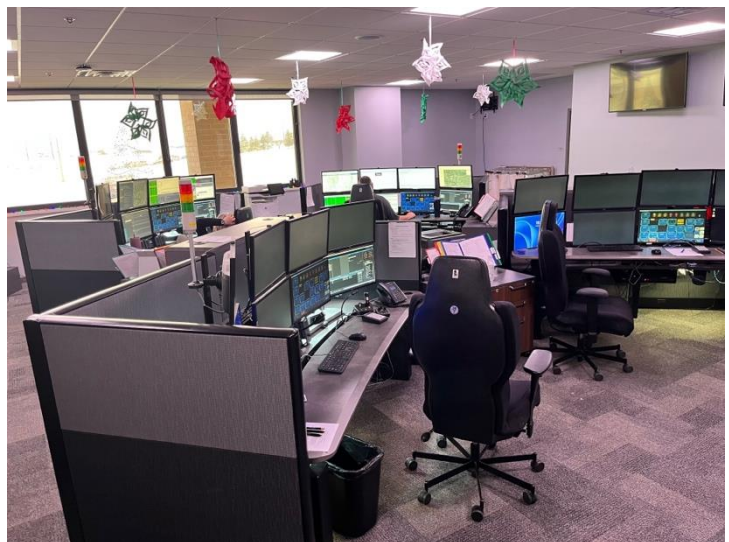
- Monitoring Sheriff’s Office vehicle locations through the CAD system and Mach AVL application, and monitoring radio traffic for the County Highway Department.
- Activating severe weather sirens, issuing local mass public safety notifications via the Code Red tool, and initiating multi-agency response protocols with Platteville and neighboring agencies.

2.4 FACILITIES

The dispatch center is located in a County building, built in 2019, that houses the Sheriff’s Office, Emergency Management, and other County offices. The dispatch center is on the first floor of the building, in a dedicated suite with its own secured access. The dispatch floor is equipped with four fully-functional workstations, each with sit-to-stand consoles and a variety of seating options.

The office for the Communications Supervisor is adjacent to the dispatch floor and equipped with the CAD software. The offices for the Captain and other command staff are located in a separate area down the hall from the dispatch suite.

The dispatch suite includes a kitchenette and a restroom, and staff also have access to the amenities of the Sheriff’s Office building, including locker rooms, restrooms, exercise facilities, workspaces, storage rooms, and meeting spaces. The dispatch floor has wide windows facing the front of the building and providing natural light, in addition to dimmable LED lights in the interior.



The facility is a public safety-grade building, and access to both the main offices and the dispatch suite is protected by separate key card access (double entry). Bollards protect the front of the building from vehicle access. The building’s interior and exterior are monitored by CCTV cameras, accessible by the Master Control office in the jail.

The center relies on the building’s HVAC unit for climate control, with dedicated controls for the dispatch floor. The building has two separate fiber internet access points, and a single power entry point. The facility has a backup generator which is regularly tested, and an on-site uninterruptible power supply (UPS) is capable of providing multiple hours of uninterrupted

power. The Sheriff’s Office also has a mobile dispatch command vehicle equipped with the CAD software and radio consoles.

2.5 TECHNOLOGY

This section summarizes the core technology platforms used by the Grant County dispatch center to support call-taking, dispatch operations, records management, and responder communications. The table below provides a high-level view of the systems currently in use, how they are deployed operationally, and the degree of integration between platforms. The information reflects the current-state environment and is intended to establish a baseline for later analysis.

GRANT COUNTY DISPATCH TECHNOLOGY SUMMARY

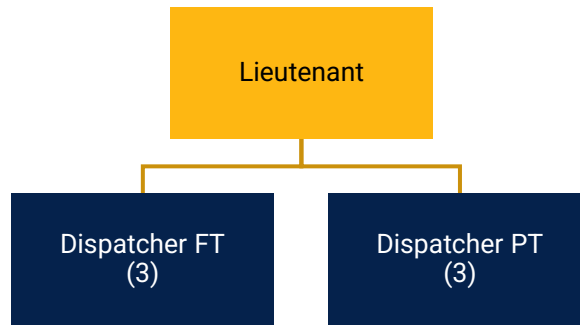
Function	System	Description
CAD Software	CentralSquare CAD	Computer-aided dispatch software used for law enforcement and Fire/EMS dispatch countywide. The system has been in place for several years and is hosted on County infrastructure. CAD is accessed at four dispatch positions, with typically two staffed at a time. The system is integrated with RMS, radio consoles, and the 9-1-1 call-handling platform.
RMS Systems	CentralSquare RMS	Records management system used by the Sheriff’s Office and municipal law enforcement agencies for incident reporting, records entry, and case management. The RMS is fully integrated with the CAD platform and supports real-time data exchange between systems. Fire and EMS agencies have access to the system primarily for viewing incident information and limited documentation needs, with most Fire and EMS reporting and recordkeeping handled outside the RMS environment.
9-1-1 Phone System	CentralSquare with Polycom interface	NG9-1-1 capable call-handling system supported by Synergem and operating on an ESInet currently provided by TDS, with a future transition to the State of Wisconsin AT&T NG9-1-1 system under discussion. Emergency calls are presented to dispatchers through a Polycom interface at the dispatch consoles and are integrated with the CAD and audio logging systems.
Admin Phones	County administrative phone system	Non-emergency and administrative calls are managed through the County’s enterprise phone system (ShoreTel). These calls are routed to and answered by dispatchers through the same

Function	System	Description
		Polycom interface used for 9-1-1 call-taking, allowing both emergency and administrative calls to be handled from the same dispatch consoles. A transition to a Mitel phone system is planned.
Fire Station Alerting	Simulcast paging	Fire agencies are alerted via radio tone-out using ESN-based paging. Dispatchers initiate alerts manually from the radio console. Limited CAD integration is currently in place.
Radio System	County-owned conventional / P25 hybrid system	County-owned radio system operating across 11 simulcast sites. The system is primarily analog, with a P25 tactical channel. Dispatch uses Zetron Max radio consoles at the four active positions. The system is interconnected via County-owned fiber with microwave backup.
MDT Connectivity	CentralSquare Mobile (limited deployment)	Mobile access to CAD is available on a limited basis. Field units use Panasonic Toughbook laptops. County IT manages device provisioning and connectivity.
EMD Protocols	None	The dispatch center does not currently use a criteria-based EMD software system. Dispatchers provide T-CPR and basic medical assistance in accordance with State protocols.
Caller Location	RapidSOS	Web-based caller location platform separate from the phone and CAD systems. Provides enhanced geolocation data for inbound 9-1-1 calls.
Audio Logging	NICE	On-premise audio logging system used to record phone and radio traffic. The system is integrated with CAD timestamps and supports retrieval for review and records requests.

3. PLATTEVILLE

The Platteville dispatch center, a division of the Police Department, processes calls from its jurisdiction as well as those transferred from the County center. It dispatches the Platteville police and fire departments as well as the UW-Platteville PD and the Southwest Health System’s EMS units. The following organizational chart depicts the structure of the dispatch center.

PLATTEVILLE DISPATCH ORGANIZATIONAL CHART



3.1 STAFFING

This section describes the center’s staffing levels, primary roles and duties of staff, the shift schedule, and recent hiring and turnover within the center.

STAFF ROLES AND RESPONSIBILITIES

The following table outlines the number of currently filled and authorized positions in the dispatch center, as well as a summary of their key roles and responsibilities.

PLATTEVILLE – STAFF ROLES AND RESPONSIBILITIES

Position Curr. Auth. Roles and Responsibilities

ADMINISTRATION			
Lieutenant	1	1	Reports to the Chief. Oversees the 911 dispatch center in addition to other duties. Supervises operations and staffing for the dispatch function. Works a dispatch position when necessary.
OPERATIONS			
Dispatcher FT	3	3	Reports to the Lieutenant. Receives emergency and non-emergency calls, records call notes, dispatches public safety resources, operates radios and computer systems, maintains unit status, and provides critical information to responders and the public.
Dispatcher PT	3	3	
Total	6	6	

SHIFT SCHEDULE

Minimum staffing in the center is one (1) dispatcher at all times. Dispatchers are responsible for call-taking and dispatch, as well as customer service to the lobby after business hours.

The center operates on a schedule of 8-hour shifts, beginning at 0700, 1500, and 2300 hours. Each shift is staffed with a full-time dispatcher scheduled for 40 hours per week, as well as a part-time dispatcher to ensure coverage 7 days per week on each shift.

OVERTIME

During the most recent 12-month period, the six dispatch staff worked a total of 228 hours of overtime. This is equivalent to about 2.6% of the total scheduled hours needed to staff the center with a minimum of one dispatcher for the full year.

HIRING AND TURNOVER

During the 3-year period from Q3 of 2022 through Q2 of 2025, the center hired four new personnel for dispatch positions and saw four departures. Given the six currently filled dispatch positions, this equates to an average annual turnover rate of 22%. Average annual turnover in the industry is typically in the range of 20-30%.

One of the departures during this period was a new hire who did not complete training. The center’s dispatch staffing during this period remained net neutral and the center is currently fully staffed.

3.2 BUDGET AND COMPENSATION

This section outlines the center’s budget over the last four years, as well as the compensation ranges for dispatch positions.

BUDGET

The Platteville Police Department does not itemize most dispatch budget items separately from the department-wide budget. A summary of dispatcher personnel costs has been made available, and some line items from the Department budget appear to directly correspond with dispatch expenses. The following table summarizes:

	2023 Actual	2024 Actual	2025 Budget	2026 Budget
Dispatch Wages	\$253,301	\$269,008	\$244,318	\$279,654
Fringe Benefits	\$111,275	\$108,613	\$101,249	\$115,908
Taxes	\$19,378	\$20,579	\$18,690	\$21,394
Telephone	\$19,711	\$17,842	\$25,000	\$25,000
Radio Maintenance	\$9,431	\$7,025	\$13,350	\$13,350
TIME System Terminal	\$11,467	\$11,411	\$13,000	\$15,500

COMPENSATION

The center’s dispatch staff hold the title of Telecommunicator, which falls within Grade 6 of the City’s compensation plan. This grade ranges from \$22.45 per hour at Step 1 to \$28.86 per hour at Step 11, the maximum.

3.3 WORKLOAD AND PERFORMANCE

This section summarizes the center’s annual call-taking and dispatch workload as well as key ancillary duties performed by staff.

CALL TAKING

The following table summarizes the number of phone calls at the City’s dispatch center during the 12-month period ending 11.30.25. This includes 9-1-1 calls, administrative / internal calls, and outbound calls. The City has separate administrative phone lines from the 911 phone system.

PHONE CALL VOLUME BY TYPE (12 MONTHS ENDING 11.30.25)

Call Type	Count
9-1-1 Calls	209
Admin / Internal Calls	19,277
Outbound Calls	4,742
Total	24,228

During this period, 98.1% of inbound 911 calls were answered within 10 seconds. Similar to the County’s dispatch center, this is an exceptionally high level of performance.

An average of 3.8% of inbound 9-1-1 calls (8 of 209) were abandoned. Nationwide call abandonment rates for emergency PSAPs typically range from 8-12%, with a rate of less than 6% considered high-performing.

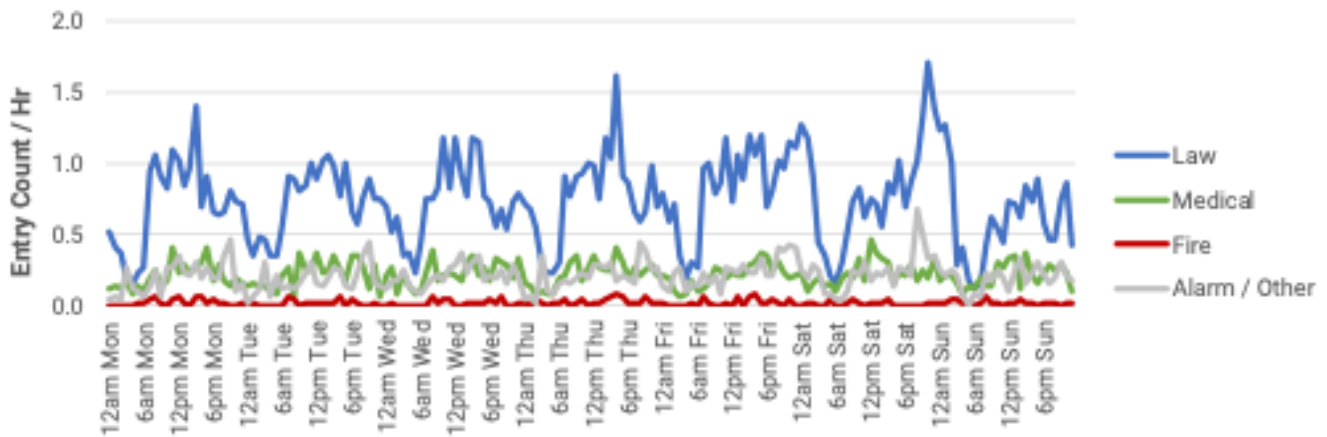
DISPATCH

The following table and chart summarize the number of calls for service, captured manually as RMS entries, handled by the dispatch center over a 12-month period. They are categorized by event type. The table shows the total volume of entries, while the chart shows the weekly averages by hour.

DISPATCH RMS ENTRIES BY TYPE (12 MONTHS))

Incident Type	Count
Law (incl. animal)	6,456
Medical	1,892
Fire	162
Alarm / Other	1,816
Total	10,326

WEEKLY AVERAGE RMS ENTRIES BY HOUR



ANCILLARY DUTIES

In addition to the primary responsibilities related to call-taking and dispatch, the center is responsible for a number of ancillary support functions for the Platteville Police Department. These include:

- Handling non-emergency calls for the Police Department, as well as other City functions after hours when selected by callers.
- Serving as the front desk for the Police Department after business hours, including walk-in calls for service and initial intake of case records and open records requests.
- Monitoring the CCTV cameras for the building, including booking area, sally port, and entry vestibule. Monitoring cameras at other City locations and schools, as well as panic alarms at City sites. Monitoring PD vehicle location via Mach application.
- Creating and updating manual RMS entries for calls for service, running RMS and criminal justice records queries for field units, and entering/clearing warrants, stolen property, vehicles, and missing persons.

- Activating severe weather sirens and issuing local mass public safety notifications via the Code Red tool.
- Monitor radio traffic for the City’s non-emergency government talk group.

3.4 FACILITIES

The dispatch center is located within the Platteville Police Department headquarters in a dedicated room. The dispatch room is on the main floor. It has two fully-equipped workstations, and a window to the lobby through a pane of ballistic glass. The building includes offices for the Lieutenant and other command staff, as well as access to a multi-purpose room.

The dispatch center has a kitchenette and its own restroom, and staff have access to the Police Department’s facilities, which include locker rooms, a break room, and exercise equipment. Lighting on the dispatch floor is fluorescent, and some natural light can be seen through the lobby.



The Police Department building is about 15 years old and sits slightly above ground level. Both the interior and exterior are monitored by CCTV cameras, and key card access is required both to exit the lobby and to access the dispatch room (double entry). The building has an original HVAC system, with an auxiliary backup system for the server room that is adjacent to the dispatch workstations. The building has a single fiber internet connection, part of a looped architecture that provides some redundancy.

3.5 TECHNOLOGY

This section outlines the technology environment supporting dispatch operations at the Platteville Police Department. The table below describes the systems used for 9-1-1 call handling, dispatch activities, records management, and radio communications, including areas where services are shared with or supported by Grant County. As with the County profile, the information is presented as a factual view of current operations.

PLATTEVILLE DISPATCH TECHNOLOGY SUMMARY

Function	System	Description
CAD Software	None	The Platteville dispatch center does not use a computer-aided dispatch system. All call handling, unit dispatching, and time tracking are performed manually. CentralSquare is used only for 9-1-1 call handling as a satellite of Grant County and is not used for dispatch or event management.
RMS Systems	Talon Incident Management System (TIMS)	Web-based records management system used by the Police Department. RMS entries are created manually after calls for service using dispatcher notes. The system is supported by Core Technologies and operates independently from any CAD platform.
9-1-1 Phone System	CentralSquare 911 (satellite of Grant County)	Platteville uses the County’s CentralSquare 911 call-handling platform as a satellite PSAP. The center has two Polycom 911 phones. Wireless 911 calls route to Grant County, while landline 911 calls within the City route directly to the Platteville center. Calls transferred from the County are standard telephone transfers and do not include full 911 data.
Admin Phones	Mitel	Citywide enterprise phone system used for non-emergency and administrative calls. Administrative calls are separate from the 911 platform but are co-located at dispatch positions and answered alongside emergency calls.
Fire Station Alerting	Manual tone-out paging	Fire agencies are alerted through manual radio tone-out using multiple tone groups. Dispatchers initiate alerts manually, and no CAD-based station alerting integration is in place.
Radio System	City-owned system integrated with County network	City-owned radio system interoperable with the County radio system. Zetron Max consoles are used at two active dispatch positions. Motorola radios are being replaced with Tait radios. The system is connected to the County via a County-owned fiber loop, providing redundancy.
MDT Connectivity	None (Police); CentralSquare Mobile (Fire)	The Police Department does not use mobile CAD. Fire agencies utilize the County’s CentralSquare mobile platform. Patrol vehicles are equipped with Surface Pro tablets.
EMD Protocols	None	The dispatch center does not use a criteria-based EMD software system. Dispatchers conduct basic

Function	System	Description
		medical assessments without structured protocols.
Caller Location	Prepared Live (limited use)	Prepared Live is used to initiate text messaging, photo sharing, and live video when needed. The platform is not natively integrated with the 911 call-handling system.
Audio Logging	Word Systems	On-premise logging system used to record 911 audio. Recordings are stored locally and can be downloaded for records requests. There is no CAD integration, and recordings are manually referenced as needed.

4. FUTURE PROJECTIONS

According to the 2025 demographic projections produced by the Wisconsin State Department of Administration (DOA), the population of Grant County is anticipated to remain essentially steady, falling from 51,807 in 2025 to 51,650 by 2040. This represents a net decrease of 0.3% over 15 years.

During this period, the population cohorts for ages 0-54 are expected to remain steady (increasing by 1.5%), while the cohort of ages 55-69 is expected to decline by 26.2% and the cohort of ages 70+ is expected to increase by 29.3%. This means that while the general population remains steady, a greater percentage of the population will become elderly; the oldest cohort will account for 16.6% of the population, compared to about 13% currently. This is mostly due to the 55-69 cohort aging and not being meaningfully replaced by new retirees in the County.

The aging of the general population, due primarily to the 55-69 cohort growing older, means that the volume of medical calls for service is likely to climb over the coming 15 years. Other call types will likely remain steady.



DRAFT DISPATCH CONSOLIDATION FEASIBILITY ANALYSIS – TECHNOLOGY

FEBRUARY 13, 2026

GRANT COUNTY, WISCONSIN

MATRIX
CONSULTING GROUP

TABLE OF CONTENTS

1.	INTRODUCTION	1
2.	TECHNOLOGY ANALYSIS	1
2.1	CAD AND RELATED SYSTEMS	2
2.2	RADIO SYSTEMS AND EQUIPMENT	5
2.3	911 AND NON-EMERGENCY PHONE SYSTEMS	8
2.4	MONITORING AND ANCILLARY SYSTEMS	11
2.5	PSAP INFRASTRUCTURE	13

1. INTRODUCTION

Matrix Consulting Group was retained by Grant County to conduct a public safety answering point (PSAP) consolidation feasibility study. The study will evaluate the potential for shared services and consolidation of dispatch functions within the County.

This preliminary staffing analysis evaluates the technology, infrastructure, and system configurations required to support consolidated dispatch operations in Grant County. The systems described are based on the documented current-state technology environments for Grant County and Platteville. Under a consolidated model, most core technologies remain in place. The principal technology impacts relate to access, configuration, validation, and operational responsibility rather than system replacement.

This analysis uses a consolidated center at the Grant County PSAP as the most likely operational model and analyzes the feasibility of this configuration in terms of system needs and configurations. Some consideration is also given to the use of Platteville as a backup PSAP, which the County may choose to pursue.

This analysis will be incorporated with subsequent analyses of technology needs, governance considerations, and facilities requirements in subsequent stages of the project.

2. TECHNOLOGY ANALYSIS

This section evaluates the technology, infrastructure, and system configurations required to support consolidated dispatch operations in Grant County. The systems described are based on the documented current-state technology environments for Grant County and Platteville. Under a consolidated model, most core technologies remain in place. The principal technology impacts relate to access, configuration, validation, and operational responsibility rather than system replacement.

This analysis uses a consolidated center at the Grant County PSAP as the most likely operational model and analyzes the feasibility of this configuration in terms of system needs and configurations. Some consideration is also given to the use of Platteville as a backup PSAP, which the County may choose to pursue.

The final timeframes and cost estimates associated with consolidation will depend on the facilities approach chosen by the participating agencies for a potential consolidated center. This analysis outlines the steps required for the transition in each technology area and confirms their feasibility and level of effort. For planning purposes, implementation actions in this section are assigned a qualitative level of effort of Low, Medium, or High. Level of effort reflects the relative degree of coordination, configuration, validation, and training required to support consolidation. It does not represent cost, staffing levels, implementation duration, or risk severity.

2.1 CAD AND RELATED SYSTEMS

This subsection addresses Computer Aided Dispatch and closely related systems that support call intake, incident creation, unit assignment, and field communications under a consolidated dispatch model in Grant County. Under consolidation, the Sheriff's Office dispatch center would serve as the primary location for CAD-based dispatch operations, with Platteville transitioning away from routine dispatch while retaining defined administrative functions, with any backup or continuity capability determined through later phases of the study.

2.1.1 CURRENT STATE

Grant County operates a Central Square CAD and RMS environment that supports County agencies and selected municipal users. Mobile CAD is deployed on a limited basis for some agencies to support field status updates and faster alerting. Fire and EMS alerting is currently performed using radio-based tone-out paging. Emergency medical call handling is procedural, including T-CPR, with no formal electronic Emergency Medical Dispatch program currently in place.

Platteville does not currently operate CAD and does not have CAD workstations. All CAD application servers and associated infrastructure are housed at the Grant County facility. CAD operations are therefore dependent on the availability of the Grant County dispatch center infrastructure. Incident

documentation and records management at Platteville are handled using the Talon Incident Management System (TIMS), with incidents created manually based on dispatcher notes and existing local practices. Platteville Fire and Southwest EMS are currently dispatched locally, and some agencies have adopted the County’s mobile CAD to improve alerting and field awareness, while Platteville PD and the University of Wisconsin–Platteville Police Department are not CAD users.

2.1.2 SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to the CAD software involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – CAD AND RELATED SYSTEMS

System Area	Actions Required	Effort Level
CAD Access and Configuration	Confirm CAD license quantities, agency definitions, user roles, and permissions support centralized dispatch operations at the Grant County center. This includes adding Platteville PD and UW–Platteville PD as agencies and responding units in CAD, even if those agencies do not adopt mobile CAD. If supervisory or contingency access is required under consolidation, CAD capability would need to be explicitly implemented at Platteville, including workstation deployment, licensing, connectivity, and operational validation.	Low
CAD Workflow Alignment	Validate that CAD event types, response plans, unit assignment logic, and dispatcher workflows function consistently when dispatch responsibility is centralized at the Grant County center.	Medium
Fire and EMS Alerting	Confirm that the consolidated dispatch center can initiate and manage tone-out paging for all Fire and EMS agencies. Validate tone sets, paging logic, redundancy, and dispatcher procedures under centralized operations.	Medium
Records Management Access and Workflow	Confirm RMS roles, permissions, interfaces, and workflows support centralized incident creation and unit activity entry while preserving agency-specific administrative access, review, and reporting requirements. Platteville may need to migrate to the County RMS system to support consolidated operations. Please see 4.1.3 for more detail.	High
Mobile Data Connectivity	Validate that existing mobile CAD deployments (and potential new mobile CAD deployments for Platteville agencies) continue to function correctly under centralized dispatch operations, including unit status changes, messaging, acknowledgments, and incident updates.	Medium

System Area	Actions Required	Effort Level
Emergency Medical Dispatch (EMD)	Implement a standardized Emergency Medical Dispatch program as part of consolidated dispatch operations. This includes defining EMD software requirements, dispatcher training and certification, quality assurance processes, and integration with CAD to support centralized medical call handling.	High
Backup CAD Capability	Determine degree of CAD access required at Platteville to support contingency or backup operations. Define the necessary workstation configuration, user readiness, and testing requirements.	Medium

Variations in the level of effort reflect the extent of cross-agency coordination, workflow alignment, and validation required to support centralized dispatch operations.

2.1.3 INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, the CAD platform itself does not change; however, operational control, dispatch authority, and workflow ownership shift to a single primary dispatch center. The primary transition effort involves ensuring that centralized dispatch staff have complete and reliable operational control while preserving agency responsibilities and defined continuity expectations.

All CAD application servers are currently housed at the Grant County facility. This creates a single-site dependency for CAD operations. Any continuity or backup planning must account for the potential loss of the primary facility.

A key integration consideration is CAD access and agency representation. Agencies that are not current CAD users must still be defined within the CAD environment so they can be dispatched, tracked, and documented by the consolidated center. Decisions regarding mobile CAD adoption are operational and budgetary and are separate from the need for dispatch visibility within CAD. All CAD and RMS access models, user roles, permissions, and audit requirements must remain compliant with applicable CJIS security, access control, and data-handling standards under centralized operations.

Records Management and TIMS Transition Strategy Records management represents a critical transition consideration. To ensure that consolidation does not result in inefficient dual data entry for dispatch staff, a clear long-term records strategy is required. Three primary options should be evaluated:

- **Migration to County RMS:** Transitioning Platteville and UW-Platteville to the County’s Central Square RMS is the most likely and operationally sound long-term solution.
- **Interface Development:** Developing a technical interface between Central Square CAD and the existing TIMS system; however, the cost of this integration may be prohibitive given the nature of the current standalone system.

- Manual Dual Entry (Interim only): Maintaining separate systems where dispatchers enter data into both CAD and TIMS. This is highly discouraged as a permanent solution due to the high likelihood of errors and increased dispatcher workload.

During any transition period, workflows must be strictly defined to ensure dispatchers at the consolidated center create incidents once within CAD to maintain operational speed.

Fire and EMS alerting represents a higher-risk transition area because it directly affects response initiation. Tone-out paging, alerting logic, and dispatcher procedures must be validated under centralized operations to ensure reliability and agency-specific requirements are preserved. When new agencies are added to CAD, their response plans and criteria should simultaneously inform paging protocols.

Medical call handling introduces additional coordination requirements. Consolidation increases the need for consistent call interrogation, response determination, and dispatcher training. Implementing a formal EMD program supports standardized medical call handling under centralized operations but requires coordinated configuration, training, and quality assurance.

Any defined backup CAD capability at Platteville must be explicitly configured, documented, and tested. Backup functionality should be based on validated capability rather than assumption, with clear expectations for when and how it would be used.

2.2 RADIO SYSTEMS AND EQUIPMENT

This subsection addresses the radio infrastructure and dispatch console environment that support law enforcement, fire, and EMS communications across Grant County. Under a consolidated dispatch model, the County's radio network remains a shared resource, with consolidation affecting where dispatch and monitoring functions are performed rather than how the radio system itself is engineered or operated.

2.2.1 CURRENT STATE

Grant County is in the final stages of transitioning its radio environment to a new countywide, multi-site Harris simulcast system. The system consists of eleven simulcast sites interconnected via County-owned fiber optic infrastructure configured in a ring topology to support resiliency. With limited exceptions, the simulcast sites are newly constructed rather than upgrades to existing facilities. System cutover is expected following completion of site activation and acceptance testing.

The radio system operates as a conventional, non-trunked architecture. Most operational channels are analog, with limited P25 digital capability implemented for specific law enforcement use cases. A primary law enforcement tactical channel operates as P25 and is encrypted, while other Sheriff, Fire coordination, Highway Department, and support channels remain analog. Channel capacity is managed through conventional channel assignments rather than dynamic talkgroup allocation.

Platteville Police Department operates on an encrypted primary law enforcement channel, while the Grant County Sheriff's Office primary dispatch channels are not encrypted for routine operations.

Although both agencies share the same radio backbone, Grant County dispatch consoles are not currently configured with the necessary encryption keys to monitor Platteville’s encrypted traffic. This limitation reflects console programming and key management configuration rather than physical separation of the systems.

Platteville connects to the County radio environment through the shared fiber optic backbone and utilizes a repeater located on a County tower. While the County is transitioning to the new Harris simulcast system, Platteville is migrating to Tait subscriber radios to align with that architecture. Despite this shared infrastructure, Platteville continues to operate as a separate logical system bridged for interoperability rather than as a fully unified channel configuration.

Radio traffic is centrally monitored and recorded at the Grant County dispatch center using a NICE logging recorder system. Recordings are segmented by channel and transmission and are retrievable for operational review and public records requests. Authorized dispatch personnel are able to monitor encrypted County channels as configured; however, monitoring of Platteville’s encrypted channel remains limited due to console key configuration.

Platteville Police Department and the University of Wisconsin–Platteville Police Department currently operate on their own primary law enforcement channels. Under consolidated dispatch operations, assignment to an existing County law enforcement channel would be operationally appropriate, subject to validation of workload, encryption alignment, and monitoring considerations. Fire and EMS agencies are dispatched using radio-based paging, with agency-specific tone sets and established procedures.

Zetron radio consoles are in use at the County, with two console positions located at Platteville that currently support local dispatch operations and would be retained to support defined administrative, backup, or continuity scenarios under a consolidated model.

2.2.2 SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to radio communications involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS - RADIO SYSTEMS AND EQUIPMENT

System Area	Actions Required	Effort Level
Primary Console Configuration	Configure and validate dispatch console profiles at the Grant County center to support consolidated dispatch operations across all participating agencies, including law enforcement, fire, EMS, and supporting services.	Medium

System Area	Actions Required	Effort Level
Channel and Profile Alignment	Review and align channel assignments, console layouts, and dispatcher profiles to support centralized operations. This includes validating how Platteville PD and UW–Platteville PD primary law enforcement channels are integrated into the County channel structure under consolidated dispatch, including encryption compatibility and monitoring requirements.	High
Backup Console Capability	If Platteville is designated to support defined backup or continuity operations, verify that the two consoles at Platteville are configured with access to the required County radio channels. Implement any necessary console programming, channel access configuration, and validation testing to support the defined scope of backup operations	Medium
Encrypted Channels and Key Management	Confirm which law enforcement channels are encrypted, including Platteville PD’s primary encrypted channel. Validate that consolidated dispatch consoles are properly configured with the necessary encryption keys to monitor and transmit on authorized encrypted channels, and establish documented key management, access control, and operational procedures.	Medium
System Testing and Validation	Conduct functional testing of audio quality, channel access, encrypted communications, dispatcher workflows, and logging from both the primary and backup locations.	Medium

The level of effort shown reflects the need for coordinated console configuration, dispatcher training, and operational validation to support centralized dispatch and operational continuity, including potential alternate or contingency operating scenarios.

2.2.3 INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, the radio network itself remains unchanged; however, the access, monitoring, and operational management of radio resources does change. The primary transition effort is shifting active dispatch and monitoring responsibilities to a centralized location while ensuring reliable radio support for all agencies.

A key integration consideration is radio channel allocation. The workload analysis indicates that the County’s existing radio channels have enough capacity to support the new agencies. Centralized dispatch operations must balance dispatcher workload, monitoring complexity, and operational clarity. Assigning agencies to an appropriate set of shared law enforcement, fire, and EMS radio channels under consolidated dispatch is a critical operational decision that must be validated through configuration and testing rather than assumed.

Encrypted law enforcement channels introduce additional coordination requirements. Consolidated dispatchers must have reliable access to authorized encrypted channels or units, with clear procedures governing monitoring, transmission, and key management. These considerations affect dispatcher workflows and operational readiness rather than radio infrastructure design.

Backup and continuity operations represent another important transition consideration. While Platteville retains console positions, the role of those consoles under outage or relocation scenarios must be explicitly defined. Console access, channel availability, and dispatcher procedures must support effective assumption of radio operations when required, and this capability must be validated through testing.

Centralized dispatch requires operational validation of the radio environment. Audio quality, channel selection, encrypted communications, dispatcher monitoring load, and logging must be confirmed from both the primary and backup locations to ensure radio operations remain predictable and reliable under consolidated operations.

2.3 911 AND NON-EMERGENCY PHONE SYSTEMS

This subsection addresses 9-1-1 call handling and administrative phone integration required to support consolidated dispatch operations in Grant County. Under a consolidated model, emergency and selected non-emergency call handling responsibilities shift to the Grant County Sheriff's Office dispatch center, while maintaining appropriate local access and defined after-hours call forwarding for Platteville.

2.3.1 CURRENT STATE

Grant County serves as the host Public Safety Answering Point for the County's 9-1-1 system. The Emergency Services IP Network (ESInet), currently provided by TDS, connects directly to the Grant County Sheriff's Office dispatch center, where emergency calls are received and processed using the Central Square call-taking and CAD platforms.

Platteville functions as a remote or satellite extension of the County's 9-1-1 environment rather than as an independent peer PSAP. Platteville does not maintain its own direct ESInet trunking to the state emergency network. Instead, its 9-1-1 workstations operate as extensions of the server environment housed at the Sheriff's Office, with connectivity between the two centers maintained through a County-owned fiber optic loop that has replaced legacy T1 and VPN connections.

All wireless 9-1-1 calls within the County are delivered to the Grant County dispatch center. Wireline 9-1-1 calls originating outside the City of Platteville are likewise routed to Grant County. When a call requires dispatch by the Platteville Police Department, Grant County dispatchers transfer the call to Platteville using standard ten-digit voice routing. Although this transfer occurs within the Central Square environment, it is treated as a conventional telephone call and does not pass the digital ESInet data payload. As a result, ANI/ALI location information and supplemental data, including RapidSOS data, do not automatically transfer with the call audio.

Wireline 9-1-1 calls originating within the City of Platteville are routed directly to Platteville based on existing call-routing configurations. These calls do not pass through Grant County prior to answer. However, Platteville workstations are not configured with a visual call-handling interface that presents full integrated ESInet data. Dispatchers answer calls using physical Polycom IP handsets rather than a

workstation-based softphone interface. Consequently, caller information is delivered in a limited format consistent with the current workstation configuration, and integrated data continuity is not present.

Because transferred calls are delivered as voice-only audio and local workstations lack integrated data display capability, Platteville personnel must verbally reconfirm caller location and details and manually recreate incident context using local procedures. This introduces additional handling time and reflects system configuration rather than network separation.

Administrative and non-emergency calls are handled independently from 9-1-1 calls. During staffed hours, Platteville administrative calls are answered locally through the City’s municipal phone system. After-hours call handling and forwarding are governed by established local procedures and are not fully integrated with the County’s 9-1-1 call-taking platform. Grant County administrative calls are integrated with the Central Square environment, while Platteville’s administrative call handling remains separate.

2.3.2 SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to the 911 and non-emergency phone systems involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – 911 AND NON-EMERGENCY PHONE SYSTEMS

System Area	Actions Required	Effort Level
9-1-1 Call Routing	Confirm and validate that all emergency calls, including wireless and wireline 9-1-1, route consistently to the consolidated dispatch center at the Grant County Sheriff’s Office under centralized operations. This includes verifying and standardizing existing routing configurations to eliminate remaining local wireline exceptions where appropriate.	Low
Call-Taking Platform	If Platteville is evaluated for a defined backup PSAP role, assess the feasibility of implementing internal digital call-transfer capability or equivalent ESInet-integrated call delivery to support data continuity. Identify required workstation interfaces, configuration changes, and validation steps	Medium
Administrative Call Forwarding	Validate after-hours forwarding of administrative and non-emergency calls from Platteville to the consolidated dispatch center. This includes confirming routing logic, forwarding rules, dispatcher procedures, and call-handling expectations during unstaffed periods. If Platteville is designated to serve in a backup capacity, define corresponding administrative call-handling behavior under that scenario.	Medium
Call-Handling Capacity and Workflow Validation	Validate call-handling capacity, queue behavior, and dispatcher workflows under consolidated operations to ensure emergency and administrative calls are handled reliably during peak and abnormal conditions.	Medium

System Area	Actions Required	Effort Level
Continuity and Failover Behavior	Confirm that telephony failover and continuity behavior supports defined outage, relocation, or degraded operations scenarios at the Grant County host site. If Platteville is evaluated as a backup location, identify additional configuration and call-delivery capabilities required to support that role.	Medium

Level of effort in this subsection reflects the coordination and validation required to redirect emergency and administrative calls, align rollover behavior, and adjust dispatcher workflows under centralized operations.

2.3.3 INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Centralized call handling under consolidation builds on Grant County’s existing call-routing environment, which already directs all wireless 9-1-1 calls and most wireline 9-1-1 calls to the Sheriff’s Office dispatch center. The primary transition effort is validating and standardizing call-routing and transfer behavior so emergency calls are handled consistently under centralized operations, rather than introducing a new call-handling platform.

A key integration consideration is the operational relationship between Grant County and Platteville call-taking environments. While Platteville uses the Central Square 911 architecture for call taking, it does not currently function as a peer or backup call-taking site for the County. If Platteville is expected to serve a defined backup or continuity role, its call-taking configuration and software, workstation readiness, and operational procedures must be aligned with the primary dispatch center and validated through testing rather than assumed. At present, Platteville does not receive direct 9-1-1 call delivery with data continuity, and does not operate CAD. Any backup role would therefore require extension of both call-delivery transport and CAD capability.

Administrative and non-emergency call handling represents a separate but related transition consideration. After-hours call forwarding from Platteville must be clearly defined, consistently configured, and well understood by dispatch staff to ensure continuity of service and avoid missed calls during periods when municipal offices are unstaffed.

Continuity and failover behavior must be explicitly validated. Dispatch leadership must have confidence that emergency and administrative calls route as intended during outages or degraded operations, based on tested configuration and documented procedures. Any defined backup role for Platteville must be supported by verified call-routing behavior, system readiness, and dispatcher training to ensure reliable service continuity.

The consolidation model itself does not require modification of existing 9-1-1 call delivery beyond centralized routing; expanded digital call-delivery capability would only be required if a backup PSAP role for Platteville is pursued.

2.4 MONITORING AND ANCILLARY SYSTEMS

This subsection addresses systems that support situational awareness and ancillary public safety functions, including alarms, cameras, and secondary radio monitoring. Under a consolidated dispatch model, responsibility for active monitoring of these systems would shift primarily to the Grant County Sheriff’s Office dispatch center during nights, weekends, and other periods when municipal facilities are not staffed.

2.4.1 CURRENT STATE

Grant County and the City of Platteville utilize a range of monitoring and ancillary systems that support public safety, facility security, and situational awareness. These systems include surveillance cameras, alarm and alerting systems, and selected secondary radio channels associated with public works, facilities, and other supporting services.

Monitoring responsibilities are currently decentralized and vary by system, agency, and time of day. During normal business hours, selected systems are monitored locally based on established municipal or agency-specific practices. After hours, monitoring and response arrangements differ by system and may rely on on-call notification, escalation procedures, or limited dispatch involvement rather than continuous centralized monitoring.

System access, alert delivery methods, and response expectations are not uniform across agencies or platforms. In some cases, alarms or alerts are routed directly to non-dispatch personnel, while in others they may be visible to dispatch staff but are not actively monitored unless escalated. These differences reflect local operational practices rather than a standardized monitoring model.

Secondary radio channels used for non-primary public safety functions, such as public works or facilities operations, exist within the radio environment but are not consistently monitored by dispatch staff. Monitoring of these channels is situational and dependent on staffing levels, operational priorities, and established procedures.

These systems and operating practices form the baseline for evaluating centralized monitoring responsibilities under a consolidated dispatch model. Under consolidation, the primary impacts relate to access, procedures, and responsibility for active monitoring, rather than replacement of the underlying technology platforms.

2.4.2 SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key monitoring systems and ancillary tools involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – SECURITY MONITORING AND ANCILLARY SYSTEMS

System Area	Actions Required	Effort Level
System Access	Confirm which surveillance, alarm, and ancillary monitoring systems require visibility at the consolidated dispatch center. Validate access credentials, permissions, and display configurations necessary to support defined monitoring responsibilities without expanding scope beyond current policy.	Medium
Alarm and Alert Monitoring	Validate how alarms and alerts are delivered under consolidated operations, including routing paths, notification methods, and escalation triggers. Confirm which alerts require dispatcher awareness versus those handled through on-call or agency-specific procedures.	Medium
Secondary Radio Monitoring	Determine which non-primary radio channels, such as those used for public works, facilities, or supporting services, require monitoring at the consolidated dispatch center. Validate access and monitoring expectations based on operational need rather than assumption.	Medium
Procedures and Training	Align standard operating procedures and dispatcher training to support centralized monitoring responsibilities without detracting from primary call-taking and dispatch functions.	Low

Level of effort in this subsection reflects the coordination and procedural alignment required to centralize monitoring responsibilities, confirm system access, and support dispatcher awareness.

2.4.3 INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, most monitoring and ancillary systems remain unchanged from a technology standpoint. The primary transition effort is defining which systems require active dispatcher monitoring and ensuring consolidated dispatch staff have appropriate access, visibility, and procedural guidance to support those responsibilities.

A key integration consideration is scope definition. Dispatch leadership must clearly determine which alarms, alerts, cameras, and secondary radio channels require awareness or action at the consolidated dispatch center, and under what conditions. Not all systems currently monitored locally are intended to shift to continuous dispatch monitoring, and monitoring expectations must be explicitly defined rather than implied.

An additional integration consideration is the delivery method for CCTV, video, and alarm systems. These systems may rely on different transport technologies, including IP-based networks, dedicated wireline circuits, or cable-based services. Validation is required to confirm that video and alert feeds can be reliably delivered to the consolidated dispatch center with sufficient quality, latency, and resiliency to support defined monitoring responsibilities.

Procedural alignment is critical. Escalation thresholds, notification methods, and response responsibilities must be clearly documented so dispatchers understand when monitoring requires action versus observation or referral to on-call personnel. These procedures must support situational awareness without diverting attention from primary call-taking and dispatch functions.

After-hours and reduced-staffing scenarios represent an important transition focus. Consolidation may increase dispatcher exposure to alerts or system information that was previously handled locally or through on-call arrangements. Monitoring responsibilities under these conditions must be validated through configuration review and operational testing to ensure reliability and clarity.

Validation, rather than assumption, underpins successful integration. Access permissions, alert visibility, delivery behavior, escalation procedures, and dispatcher workflows must be tested under realistic operating conditions to confirm that monitoring responsibilities function as intended under a consolidated dispatch model.

2.5 PSAP INFRASTRUCTURE

This subsection addresses the underlying infrastructure required to support consolidated dispatch operations, including dispatch workstations, network connectivity, power, and supporting facility technology. Under a consolidated model, the Grant County Sheriff's Office dispatch center serves as the primary operational site, with Platteville retained for administrative functions. A backup or continuity role would be subject to definition and validation.

2.5.1 CURRENT STATE

The Grant County Sheriff's Office dispatch center serves as the County's primary dispatch facility and is equipped to support continuous operations. The center includes four fully functional dispatcher console positions, associated computing equipment, network connectivity, radio and telephony integration, and supporting power infrastructure appropriate for 24/7 operations.

The facility supports centralized dispatch activities for County agencies and provides the operational foundation for consolidated dispatch under the proposed model. Existing infrastructure supports current staffing levels and system access, with dispatch workstations configured to support CAD, radio, telephony, and associated monitoring functions.

The City of Platteville maintains a smaller dispatch environment with limited workstation and console capacity. This location is not designed to support full-time consolidated dispatch operations and does not currently operate CAD or receive full 9-1-1 call delivery. While dispatch consoles are present, any administrative, contingency, or backup role would require additional system access, call delivery capability, and validation before such functions could be assumed.

Network connectivity exists between the Grant County dispatch center and Platteville to support operational coordination; however, the resiliency, capacity, and suitability of that connectivity for consolidated dispatch or backup operations have not been validated. Power, network, and workstation

resiliency characteristics vary by site and have not yet been assessed against consolidated dispatch continuity requirements.

These facilities, workstations, and supporting infrastructure elements form the baseline for evaluating infrastructure readiness, workstation adequacy, and continuity capability under a consolidated dispatch model.

2.5.2 SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to PSAP infrastructure involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS - PSAP INFRASTRUCTURE

System Area	Actions Required	Effort Level
Primary Dispatch Workstations	Validate that the Grant County dispatch floor can support consolidated staffing levels, including dispatcher positions required for routine operations, training, supervision, and contingency coverage. Confirm workstation functionality, ergonomics, and integration with CAD, radio, telephony, and monitoring systems.	High
Network Capacity and Performance	Verify network capacity, performance, and reliability at the Grant County dispatch center to support additional consoles, centralized system access, radio operations, telephony, and monitoring systems under consolidated operations.	Medium
Connectivity Between Primary and Secondary Location	Confirm the capacity, redundancy, and performance characteristics of the fiber connection between the Grant County dispatch center and Platteville, including suitability to support voice, CAD data, and continuity operations.	High
Facility Support Systems	Validate power, UPS, generator support, cabling, and environmental systems at the Grant County dispatch center to ensure they support increased reliance on the primary facility under consolidated operations.	Medium
Secondary Location Readiness (Platteville)	Validate that any proposed expansion of Platteville’s role beyond its current administrative function, including continuity or backup operations, is supported by implemented CAD access, digital call-delivery capability, connectivity, and documented procedures.	High
Resiliency & Redundancy	Verify existing geo-diverse routing, transport redundancy, and automated failover behavior for CAD, radio core systems, and supporting infrastructure.	Medium

The level of effort reflects the scale of coordination and validation required to expand and support consolidated dispatch operations, rather than changes to County infrastructure standards.

2.5.3 INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, existing facilities and infrastructure remain in use; however, the Grant County Sheriff's Office dispatch center assumes increased operational importance as the single primary dispatch location. The primary transition effort is validating that infrastructure, workstations, and supporting systems at the primary site can reliably support consolidated staffing levels, centralized system access, and continuous operations.

While consolidation at the Grant County facility is analyzed as the primary operational configuration, the potential use of Platteville as a backup dispatch site is examined at a feasibility level only. This includes review of facility suitability, connectivity, call-delivery transport, and CAD extension requirements. The analysis identifies operational and technical prerequisites for such a role but does not develop detailed cost models or implementation sequencing for a backup configuration.

A key integration consideration is dispatch workstation readiness. Increased reliance on the primary dispatch center requires confirmation that console positions, computing resources, network connectivity, and peripheral systems support sustained operations without degrading dispatcher workflows, visibility, or communications. Validation should focus on operational performance rather than nominal capacity.

Infrastructure resiliency is also critical. Consolidation increases dependence on network, power, and environmental systems at the primary site. Connectivity, redundancy, and failover behavior must be verified to ensure dispatch operations remain functional during outages, degraded conditions, or peak operational periods. These characteristics should be confirmed through testing rather than inferred from the existing design.

The role of the Platteville facility represents a separate integration consideration and should be fully explored as a potential backup dispatch site under consolidation. While Platteville is not currently positioned to serve this role, it may support administrative, contingency, or continuity operations if required system capabilities can be accommodated. Any backup or continuity role must be explicitly defined and supported by verified system access, connectivity, call delivery capability, and documented procedures, with readiness validated prior to implementation.

Successful integration depends on disciplined validation. Infrastructure capacity, workstation functionality, inter-site connectivity, and operational procedures must be reviewed and tested under realistic operating conditions. This approach ensures consolidation is supported by demonstrated readiness rather than implied capability, while preserving flexibility for future operational decisions.



**DRAFT PSAP CONSOLIDATION
FEASIBILITY STUDY: GOVERNANCE AND
FUNDING ANALYSIS**

MARCH 24, 2026

GRANT COUNTY, WISCONSIN

MATRIX
CONSULTING GROUP

TABLE OF CONTENTS

1.	GOVERNANCE	1
1.1	GOVERNANCE OPTIONS	1
1.2	GOOD GOVERNANCE PRINCIPLES	2
1.3	CONTEXTUAL FACTORS	3
1.4	GOVERNANCE RECOMMENDATION	5
2.	COST IMPACT AND FUNDING MODEL	6
1.1	COST IMPACT	6
1.2	FUNDING MODEL	8
1.3	COST ALLOCATION	8

GOVERNANCE AND FUNDING ANALYSIS

This chapter discusses the elements of good governance for consolidated agencies and recommends an approach for the County considering local conditions and stakeholder input. It also provides estimates for consolidated costs over 5-year and 10-year periods, and discusses revenue sources for those funds in the form of State grants and charges for service.

1. GOVERNANCE

Governance is a separate consideration from the organizational structure and operational practices of a dispatch center. While the organizational structure defines the staffing, management, and support functions of the agency and the lines of authority between them, the governance model defines the relationship of the agency to elected and statutory authorities. This impacts the responsibility for supporting the agency as an organization, the authority to make funding decisions, and the requirements that may be imposed on the agency.

This section outlines the governance models available to the participating agencies for a consolidated center, the framing principles of good governance, the recent examples in Wisconsin, and the input gathered from stakeholder agencies. It also provides a recommendation for a governance model in the County.

1.1 GOVERNANCE OPTIONS

Three primary governance options are available to the County and the participating members of a consolidated dispatch center. These are a) the current PSAP model within the Sheriff's office, b) the creation of a separate County emergency communications department, and c) the formation of a new separate emergency communications entity.

- **Option A – Division of the Sheriff's Office (Current Model):** In this model, the PSAP functions as a division of the Sheriff's Office, led by a sworn officer or a civilian manager who reports to the sworn chain of command within the office. The Sheriff's Office is responsible for overseeing operations, employing staff, funding the center, and coordinating with other user agencies and stakeholders. The Sheriff's Office often relies on the County for certain administrative support functions such as human resources, payroll, finance, IT support, and legal counsel. A board of user agencies and stakeholders may be instituted to provide a venue for addressing county-wide issues related to PSAP communications, and they may have some level of formal oversight responsibility depending on the terms of any service level agreements between the user agencies and the County.
- **Option B – Separate County Department:** In this model, the PSAP functions as its own County department, led by a civilian director who reports to the County Administrator in the same way as other County departments. The Department is responsible for overseeing operations, employing staff,

funding the center, and coordinating with other user agencies and stakeholders, of which the Sheriff's Office is one. The Department, like other departments, often relies on the County for administrative support functions such as human resources, payroll, finance, IT support, and legal counsel. A board of user agencies and stakeholders – including the Sheriff's Office – is typically instituted to provide a venue for addressing county-wide issues related to PSAP communications, and they may have some level of formal oversight responsibility depending on the terms of any service level agreements between the user agencies and the County.

- **Option C – Independent Entity:** In this model, the PSAP functions as a separate legal entity from the County, usually under an intergovernmental agreement, joint powers authority, or special district. It is led by a civilian director who reports to an appointed or elected Board. The independent agency is responsible for overseeing operations, employing staff, funding the center, owning and maintaining assets, and coordinating with all user agencies and stakeholders. The agency may provide its own administrative support, or contract with a “host agency” (usually the County) for functions like human resources, payroll, finance, IT support, and legal counsel. The board is responsible for hiring and firing the director, entering into agreements, and making funding decisions. A board of user agencies may also be instituted to focus on operations and technical issues.

Each of these options are feasible and have precedent in jurisdictions around the country, and each of them come with different strengths and weaknesses in terms of participation, oversight, and autonomy. These framing principles of good governance are outlined below.

1.2 GOOD GOVERNANCE PRINCIPLES

Governance decisions for dispatch operations have no single answer, but several important characteristics are consistent across successful examples. These principles can provide valuable context and serve as guidelines for choosing an effective approach to governing:

- **Policies Over Personalities:** Governance structures should be built around durable written agreements rather than relying on the goodwill of individuals currently in leadership. The framework must be robust enough to protect all parties and maintain service quality through political and personnel changes.
- **Clearly Defined Authority:** Governance documents should clearly specify who the dispatch manager reports to, who holds budget approval authority, how complaints are resolved, and under what conditions the arrangement can be dissolved. Leaving these questions to informal practice creates drift and conflict. Role clarity is essential for accountability.
- **Equal Representation:** Governing boards and advisory boards should include every member jurisdiction and public safety disciplines. Equal board representation, regardless of a jurisdiction's size or financial contribution, is essential for building the trust that sustains collaboration over time. Parties excluded early are far harder to bring in later.
- **Fair and Transparent Cost Sharing:** Cost disputes are among the most common causes of collaborative failure. Entities receiving dispatch services should agree to the documented

methodology for calculating proportional contributions in a consolidated center before joining. The methodology should be consistent and transparent.

- **Civilian Leadership:** Emergency communications centers operating under the direction of a sworn officer risk having their needs displaced by the parent agency's field priorities. While a PSAP may fall within a sworn agency, the structure should place the center under a civilian manager or director, and this position should be responsive to any advisory or technical boards.

Regardless of the selected governance model, it should be equitable for participating agencies, responsive to their needs, and focused on advancing and safeguarding the center's mission.

1.3 CONTEXTUAL FACTORS

In addition to the broad principles of good governance, a number of factors specific to Grant County must be considered. The following points address these.

FUNDING STRUCTURE

Wisconsin funds its 911 system through a monthly surcharge collected from all telephone subscribers — landline, wireless, and VoIP — and remitted by carriers to the Wisconsin Department of Military Affairs (DMA). DMA's Office of Emergency Communications (OEC) administers the resulting 911 Fund and distributes it to PSAPs through a competitive grant program authorized under Wis. Stat. § 256.35(3s).

The grant program is competitive, and PSAPs must apply and be evaluated rather than receiving automatic annual distributions. Allowable uses are narrowly defined, covering NG911 equipment and software, hosted services, continuity of operations planning, and PSAP consolidation activities. Routine operational costs such as staffing, dispatch equipment, and facility construction are explicitly ineligible, meaning counties must fund day-to-day operations through local budgets or cost-sharing arrangements with user agencies.

Critically, only one PSAP per county may receive a grant in any given cycle, designated by resolution of the county board. This structure creates a direct incentive for consolidation: a county operating multiple PSAPs must designate a single one for grant eligibility.

CONSOLIDATION EXAMPLES

A number of recent examples in the State of Wisconsin are instructive for analyzing the governance of a potential consolidated center in Grant County.

- **Oconomowoc (2022):** The Oconomowoc Police Department joined dozens of other user agencies by transferring dispatch operations to the Waukesha County Communications Center, which is a department of the County. The City paid an initial joining fee and a portion of ongoing operational expenses annually.

- **Mequon (2023):** The City of Mequon joined all other Ozaukee County communities – except Cedarburg, which still maintained its own dispatch center – in transferring PSAP services over to the Sheriff’s Office. The consolidation was largely driven by staffing shortages.
- **Cedarburg (2024):** The City of Cedarburg transferred its emergency dispatch service to the Ozaukee County Sheriff’s Office. The County relocated and expanded its Dispatch Center to the Emergency Operations Center in the lower level of the county’s Justice Center, adding four FTEs to accommodate the change.
- **Hartford (2024):** Hartford consolidated its emergency dispatch services with the Washington County Sheriff’s Office. The police and fire chiefs explained that only the Washington County Sheriff’s Department qualified for state NG911 PSAP grants, acknowledged consolidation as a statewide trend, and cited their strong working relationship with the Washington County Sheriff’s Department.

None of these examples, where municipalities joined consolidated County PSAPs, involved changes to the governance structure of the consolidated PSAP.

STAKEHOLDER INPUT

Public safety responders across Grant County were interviewed as part of this study. They included law enforcement chiefs and fire and EMS leaders from municipal agencies and volunteer departments. Their input reflects a range of perspectives shaped by agency size, geography, technology maturity, and direct experience with both dispatch centers.

- **Broad Satisfaction:** Nearly every agency interviewed expressed genuine satisfaction with the quality of service provided by the Grant County Sheriff’s dispatch center. Relationships with dispatch leadership are strong, issues are resolved informally and promptly, and the monthly chiefs’ meetings provide a reliable feedback channel. No agency reported significant unresolved complaints.
- **Cautiously Open to Consolidation:** Law enforcement chiefs viewed consolidation as a possibility rather than an inevitability, while fire and EMS chiefs were notably more enthusiastic, with several calling it long overdue. Neither group opposed consolidation in principle, but both emphasized that it must be implemented thoughtfully, with service levels protected and transition risks clearly managed.
- **Technology Improvements:** Fire and EMS responders with experience across both centers noted that Platteville’s lack of CAD results in inaccurate time tracking, delayed automated alerting, and paper-based documentation. Grant County was viewed as significantly more advanced technologically. Several responders saw consolidation as an opportunity to bring Platteville agencies into a more integrated and reliable operational environment.
- **Priority on Radio Infrastructure:** The most consistent concern across both groups was the state of the radio system. A shared primary law enforcement talkgroup would require Platteville’s officers to adopt more succinct radio communication practices, which could be helped by CAD adoption. Fire and EMS agencies cited coverage gaps in rural and valley terrain. Agency leaders will require reassurance about the radio system before consolidating dispatch.

- **Consolidated Staffing:** Multiple fire and EMS leaders independently raised the question of whether two dispatchers would be sufficient at a consolidated center, particularly during severe weather, large fires, or simultaneous multi-agency incidents. The consistent view was that a third dispatcher during peak periods would be essential.
- **Governance:** Chiefs across disciplines cited direct access to dispatch supervision and the Sheriff's command staff as their primary mechanism for raising concerns. Few expressed interest in new formal governance structures. Confidence in the Sheriff's Office is high, and the prevailing view was that an additional governance layer would add complexity without meaningfully improving responsiveness or accountability.

The input from Grant County's public safety community reflects a dispatch environment that is well-regarded and trusted, but operating against a backdrop of radio issues, uneven technology adoption, and growing service demands. Consolidation is broadly seen as a logical long-term direction, provided the County addresses radio system readiness, ensures adequate staffing at the consolidated center, and maintains the strong, relationship-driven service culture that agencies across the county have come to rely on.

1.4 GOVERNANCE RECOMMENDATION

Based on the analysis of governance options, the principles of good governance, the Wisconsin consolidation landscape, and the input from local stakeholders, a consolidated Grant County PSAP should remain a division of the Sheriff's Office (Option A). An intergovernmental agreement should be signed to define the terms of service, as the County has done with other user agencies.

Remaining within the existing structure offers meaningful practical advantages: it avoids the administrative complexity and startup costs of creating a new department or independent entity, eliminates the change management risks associated with transferring employees, assets, and institutional knowledge to a new organization, and preserves the operational continuity that local agencies already depend on. This is consistent with recent Wisconsin consolidation examples, where municipalities joining County PSAPs did not prompt a change to the host agency's governance structure.

To ensure that consolidation strengthens rather than strains agency relationships, the County should commit to structured, multi-disciplinary stakeholder engagement as a formal element of its governance approach. The existing monthly police chiefs' meetings should be designated as a consistent and documented venue for dispatch-related input, with a standing agenda item where service performance, policy changes, and operational concerns are regularly addressed. On the fire and EMS side, the County should establish or formalize an equivalent channel, whether through the existing Fire/EMS association meetings or a dedicated advisory group, to ensure those agencies have equal standing. These structures should be reliable, inclusive, and consistently attended by dispatch leadership and the Sheriff's Office alike.

2. COST IMPACT AND FUNDING MODEL

This section discusses the relationship between operational and transition decisions with costs, outlines the key cost factors affected by consolidation, and estimates the actual cost impacts to each agency. It also addresses the funding model for consolidation, both in terms of cost allocation/charges for service between the agencies, and the potential eligibility for grant funding to offset costs.

2.1 COST IMPACT

This subsection outlines the assumptions inherent in the cost impact model, identifies the key factors driving the difference in cost between the current and consolidated models, and provides summary tables of the estimated dollar figures for each approach.

ASSUMPTIONS

The cost impact analysis makes a number of assumptions about the transition to consolidation and the future state of the Grant County and Platteville locations:

- Although Platteville could conceivably eliminate all dispatcher positions, the analysis assumes that the Police Department would retain two full-time staff and one part-time position in order to keep an active receptionist function at department headquarters for extended business hours.
- Platteville’s transition from TIMS to full Central Square RMS integration can be accomplished in two ways. TIMS data could be exported and entered into Central Square, or TIMS can be kept active at the consolidated PSAP as a “legacy” system for reference, while using Central Square RMS for all future Platteville entries. Given the low cost of TIMS compared to the likely expense of data conversion, this analysis assumes the second approach.
- This analysis assumes that Platteville will not immediately go live as a backup site. This transition should be considered and prioritized in the coming years, but the costs associated with it (software installation, server and hardware upgrades, ESInet extension, etc.) would be covered by State grant funding and not borne by the City or the County.

KEY COST FACTORS

The following areas contribute the greatest amount to the difference in cost between the current state and a consolidated model for the two centers.

- **Staffing Changes:** the additional positions recommended for the County would increase estimated 10-year personnel costs from \$11.7 million to \$15.1 million. Platteville’s estimated 10-year dispatch personnel costs may fall from \$4.8 million to zero, but a more modest savings of \$2.0 million is modeled here, as noted above.
- **Workstations and Radio Consoles:** Grant County’s expected cost for workstation replacement and radio consoles upkeep rises from a 10-year total of \$1.3 million to \$1.6 million under consolidation,

due to the two additional workstations and consoles recommended. Platteville’s expected 10-year cost of \$119,000 is eliminated as those workstations would no longer be active.

- **Software and Phones:** Grant County would take on an additional \$351,000 over 10 years related to EMD implementation, 911 system re-routing, and the maintenance of Platteville’s TIMS system (al of which may be covered by grant funding). Platteville would see an estimated 10-year decrease of \$223,000 due to the elimination of TIMS and TIME portal expense.

COST COMPARISON TABLES

The following tables provide a comparison of estimated current state and consolidated cost totals for each site in the current year and over 5-year and 10-year horizons. An inflation rate of 3% is assumed, except for contracts where future cost increases are spelled out. Figures are rounded to the nearest \$1,000 for simplicity.

The tables do not include all costs associated with dispatch or public safety, instead focusing specifically on those that would be impacted by consolidation.

PSAP COST ESTIMATES – CURRENT STATE

Account Description	Year 1	5-Year Total	10-Year Total
Grant County	\$1,263,000	\$6,762,000	\$14,606,000
Personnel	\$1,021,000	\$5,421,000	\$11,705,000
Software (CAD, EMD, GIS, etc.)	\$137,000	\$729,000	\$1,579,000
Communications (Phone, Radio)	\$87,000	\$515,000	\$1,113,000
Workstations & Desktop	\$18,200	\$97,000	\$209,000
Platteville	\$484,000	\$2,576,000	\$5,561,000
Personnel	\$417,000	\$2,214,000	\$4,780,000
Software (CAD, EMD, GIS, etc.)	\$19,000	\$103,000	\$223,000
Communications (Phone, Radio)	\$42,000	\$225,000	\$485,000
Workstations & Desktop	\$6,000	\$34,000	\$73,000

PSAP COST ESTIMATES – CONSOLIDATED

Account Description	Transition	Year 1	5-Year Total	10-Year Total
Grant County	\$295,000	\$1,640,000	\$8,774,000	\$18,637,000
Personnel	\$0	\$1,316,000	\$6,987,000	\$15,086,000
Software (CAD, EMD, GIS, etc.)	\$110,000	\$157,000	\$947,000	\$1,922,000
Communications (Phone, Radio)	\$125,000	\$140,000	\$639,000	\$1,264,000
Workstations & Desktop	\$60,000	\$27,000	\$201,000	\$365,000

Account Description	Transition	Year 1	5-Year Total	10-Year Total
Platteville	\$0	\$286,000	\$1,520,000	\$3,281,000
Personnel	\$0	\$246,000	\$1,306,000	\$2,820,000
Software (CAD, EMD, GIS, etc.)	\$0	\$2,000	\$10,000	\$21,000
Communications (Phone, Radio)	\$0	\$38,000	\$204,000	\$440,000
Workstations & Desktop	\$0	\$0	\$0	\$0

As illustrated in the tables on the previous page, consolidation would increase Grant County's 10-year costs from \$14.6 million to \$18.6 million (a difference of roughly \$4 million) driven primarily by higher personnel costs as the consolidated PSAP absorbs dispatching responsibilities previously handled by Platteville. Platteville, by contrast, would see its 10-year costs fall from \$5.6 million to \$3.3 million, a savings of approximately \$2.3 million, as its staffing and technology footprint shrinks considerably.

On a combined basis, total system-wide 10-year costs would be approximately \$21.9 million under consolidation, compared to \$20.2 million under the current state – a net increase of roughly \$1.7 million over the decade. These figures may rise or fall depending on Platteville's preferred non-emergency staffing model.

2.2 FUNDING MODEL

Wisconsin's E911 grant program offers limited relief against the operational costs reflected in the tables above. Because staffing, routine software licensing, and communications infrastructure are explicitly excluded from allowable uses of grant funding, the large majority of both Grant County's increased personnel burden and Platteville's ongoing residual costs would be funded through local budgets or a negotiated intergovernmental cost-sharing agreement. Grant funds can cover EMD implementation and the purchase of additional radio consoles, but they cannot be used to backfill the day-to-day operational expenses that consolidation redistributes between the two centers.

However, the State's grant program explicitly lists PSAP consolidation activities as a permissible use, which could cover one-time transition expenses such as system integration, data migration, and training associated with standing up the consolidated operation. These would need to be carefully documented and scoped in a grant application.

Not reflected in the cost figures above is the capital investment required to repurpose the Platteville facility as a backup PSAP site. Infrastructure upgrades, server installation, software configuration, and extension of the statewide ESInet to the backup location are valid purposes for grant funding in Wisconsin. Backup site development is a direct byproduct of consolidation, and up to 90% of eligible project costs may be covered if the County is selected in a future grant cycle.

2.3 COST ALLOCATION

Under the current shared understanding between the two agencies, Grant County would provide dispatch services to the Platteville Police Department at no charge, consistent with the County's existing practice

of absorbing dispatch costs for its other public safety user agencies. This approach has the advantage of simplicity and avoids the administrative overhead of intergovernmental billing. However, it also means that the full incremental cost of serving Platteville, as reflected in Grant County's increased personnel and technology expenses shown above, would fall entirely to County taxpayers.

Should the County elect to move toward a charge-for-service model at any point, several allocation methodologies are worth considering. Software contracts, radio maintenance agreements, and other fixed or semi-fixed technology costs are most equitably shared on a proportional basis, using each agency's share of total calls for service or 911 call volume as a reasonable proxy. Fully burdened operational costs, including personnel, benefits, and overhead, could similarly be allocated based on Platteville's proportional share of total dispatch activity. A blended approach is also common, where technology costs are split by a negotiated fixed percentage and personnel costs are allocated annually based on actual activity metrics.

Whichever methodology is chosen, establishing clear cost allocation terms in an intergovernmental agreement from the outset – even if current charges are set at zero – gives both parties a transparent framework for revisiting the arrangement as volumes, staffing needs, and fiscal conditions evolve.



DRAFT PSAP CONSOLIDATION STUDY – NEEDS AND IMPACT ANALYSIS

GRANT COUNTY, WISCONSIN

MARCH 2, 2026

MATRIX
CONSULTING GROUP

TABLE OF CONTENTS

1.	INTRODUCTION AND EXECUTIVE SUMMARY	1
1.1	OVERVIEW	1
1.2	KEY FINDINGS	1
2.	NEEDS AND IMPACT ANALYSIS	3
2.1	WORKLOAD AND STAFFING	3
2.2	FACILITIES AND SPACE	16
2.3	TECHNOLOGY AND SYSTEMS	18
2.4	SERVICE LEVEL IMPACTS	32

1. INTRODUCTION

Matrix Consulting Group has been retained by Grant County to conduct a public safety answering point (PSAP) consolidation feasibility study. The study is intended to evaluate the potential for shared services and consolidation of dispatch functions within the County.

This feasibility analysis document evaluates the staffing, facilities, and technology system configurations required to support consolidated dispatch operations in Grant County. It also provides a summary of service level impacts.

This analysis will be accompanied by governance and cost evaluations in subsequent stages, along with implementation guidance for the recommended option.

1.1 OVERVIEW

This document is organized around four analytical areas: workload and staffing, facilities and space, technology transition, and performance and service levels.

- Workload analysis draws on call volume and dispatch entry data from both PSAPs, applying Erlang-C modeling and occupancy rate targets to derive staffing minimums and scheduling recommendations.
- The facilities section evaluates the capacity, features, and resilience of each existing PSAP, recommends a site for the consolidated center, and summarizes the key facility-related steps needed to accommodate a consolidated model.
- The technology section inventories current systems across each agency and identifies the configuration, integration, and validation actions required for each to function under a centralized model.
- The performance and service levels section discusses the impacts of consolidation on speed of service, response capacity, responder safety, dispatch experience, and operational resilience.

Throughout, findings are supported by quantitative analysis where the available data permits, with qualitative assessments applied where they do not.

1.2 KEY FINDINGS

The following points summarize the key findings at this stage:

- **Shift Staffing:** A consolidated center can handle the combined workload of both PSAPs with two dispatchers on duty – consistent with current County staffing – while staying within the 50% occupancy target. A third dispatcher is needed during peak hours (9 a.m.–9 p.m.) to support break coverage and EMD call durations.

- **Total Staffing Impact:** Grant County would need three new positions: two full-time dispatchers and a Training and QA Coordinator. Platteville's staffing decisions are independent of the consolidated center's operational requirements.
- **Primary Site:** The Grant County Sheriff's Office is the only suitable site for a consolidated PSAP. It has four functional workstations, room for two more, strong security, a tested generator and UPS, and a purpose-built design for 24/7 operations. Platteville lacks the capacity and resilience for a primary role.
- **Backup Site:** Platteville could serve as a backup site, but currently lacks CAD access, digital 9-1-1 call delivery, and certain infrastructure resilience features. These gaps must be addressed before any backup role can be operationalized.
- **Shared Technology:** Consolidation does not require replacing core systems. The primary needs are access, configuration, and validation – not new platforms. Platteville has no CAD and uses a manual system (TIMS); full CAD integration is required. Radio console profiles, channel assignments, and encryption alignment across all participating agencies must be validated. Fiber connectivity, network capacity, and infrastructure resiliency at the primary site must be tested under consolidated operating conditions.
- **Performance and Service Levels:** Consolidation improves performance on all key dimensions: it eliminates the 10–15 second 9-1-1 transfer delay for Platteville calls, brings Platteville into NFPA compliance by replacing its single-dispatcher model, and gives Platteville first responders access to mobile CAD and improved situational awareness for the first time.

2. NEEDS AND IMPACT ANALYSIS

The following sections provide needs and impact evaluations of workload and staffing needs, facilities options, technology transition needs, and operational performance associated with a potential consolidation of PSAPs in the County.

2.1 WORKLOAD AND STAFFING

This section addresses the workload, staffing, and scheduling needs associated with a consolidated dispatch center in Grant County. It evaluates the workload streams of each center and addresses performance targets, effective minimum staffing targets, and the assumption of administrative duties.

2.1.1 KEY ASSUMPTIONS

The analysis relies on a number of key assumptions regarding the potential transition and the roles of each location in supporting it:

- A consolidated center would be staffed to meet the APCO/NENA performance metrics for call answering time and to maintain a target dispatch occupancy rate of no more than 50%.
- The consolidated center would enter municipal warrants and other CJIS entries for Platteville, as the County does now for the other municipal agencies it serves.
- The consolidated center would perform emergency medical dispatch (EMD) and assume the longer call durations associated with it.
- Platteville may retain some or all of their current dispatch positions, reclassifying them as clerical positions, or eliminate them entirely depending on how many hours the City wishes to maintain an in-person presence at the Police Department.
- Platteville would be responsible for taking administrative (non-911) calls to their police departments during business hours, while these calls would be answered at the consolidated center during the unstaffed hours. However, for modeling purposes, all administrative calls are shown as answered at the consolidated center to demonstrate its capacity if necessary.
- Front desk reception, cashiering, and other ancillary duties at Platteville would occur only during the hours when the Police Department lobby is staffed.
- Most records management responsibilities (those that can be completed during business hours) would remain with Platteville. The consolidated center would assume a role in supporting them, similar to the County’s current support for the other municipal departments it serves.
- Overall dispatch workload in the County will increase only slightly over the next 15 years, consistent with the Wisconsin State Department of Administration’s 2025 population projections as outlined in the Phase 1 analysis. This is described in more detail below.

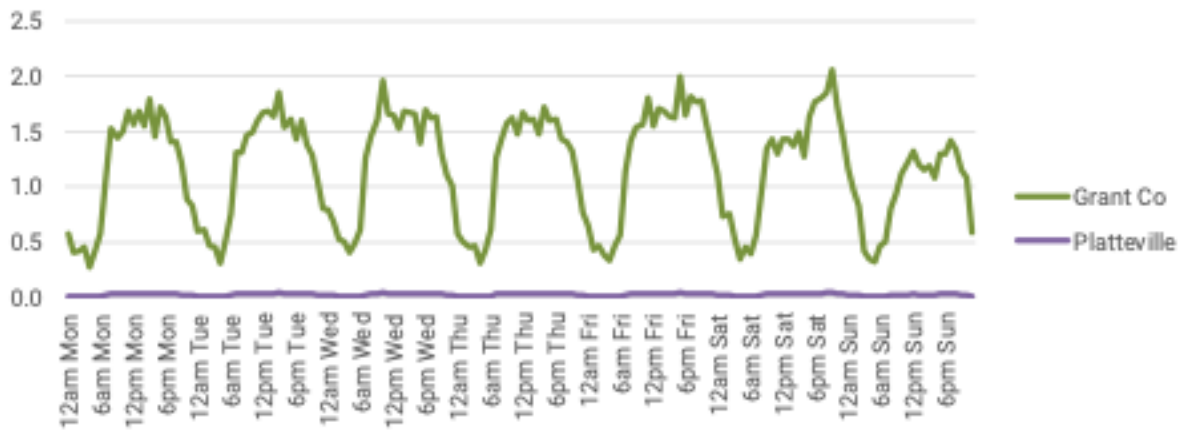
2.1.2 CURRENT WORKLOAD AND STAFFING

This section discusses the workload – both direct dispatch functions and ancillary duties – and performance of the two PSAPs in the current separate configuration.

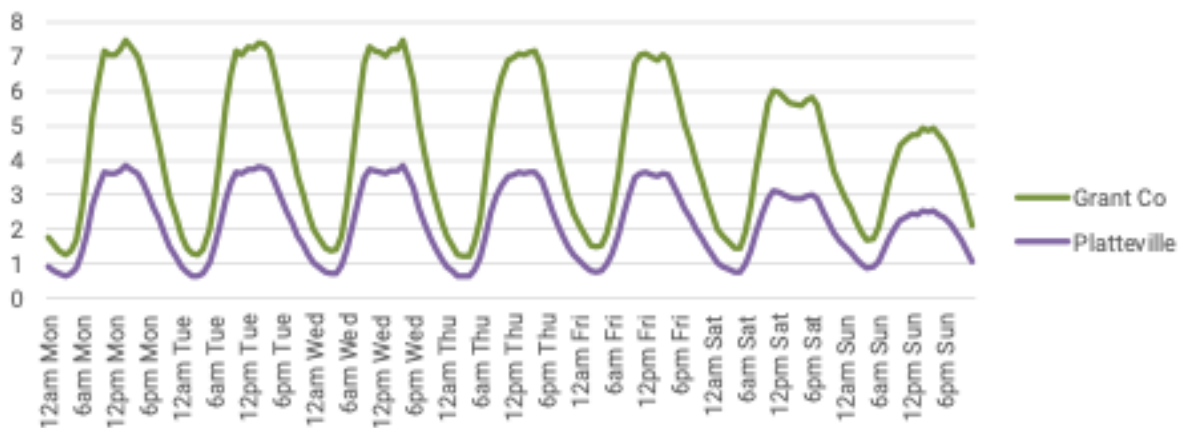
CURRENT PSAP WORKLOADS

The following charts show, based on the available data, the weekly workload of each of the two current PSAPs. The 911 call volumes, administrative calls, law enforcement dispatch entries, and Fire/EMS dispatch entries are shown in each of the four charts, respectively.

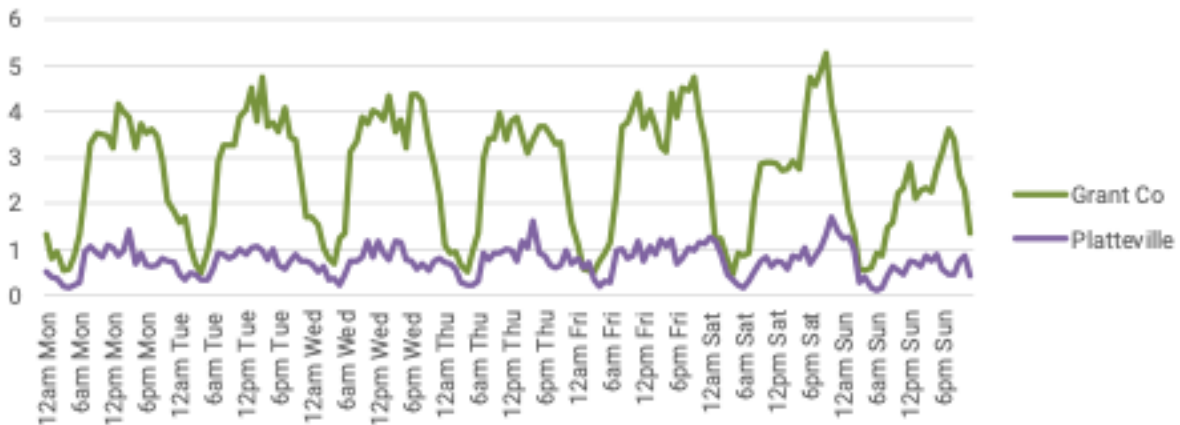
WEEKLY AVERAGE 911 CALLS BY HOUR



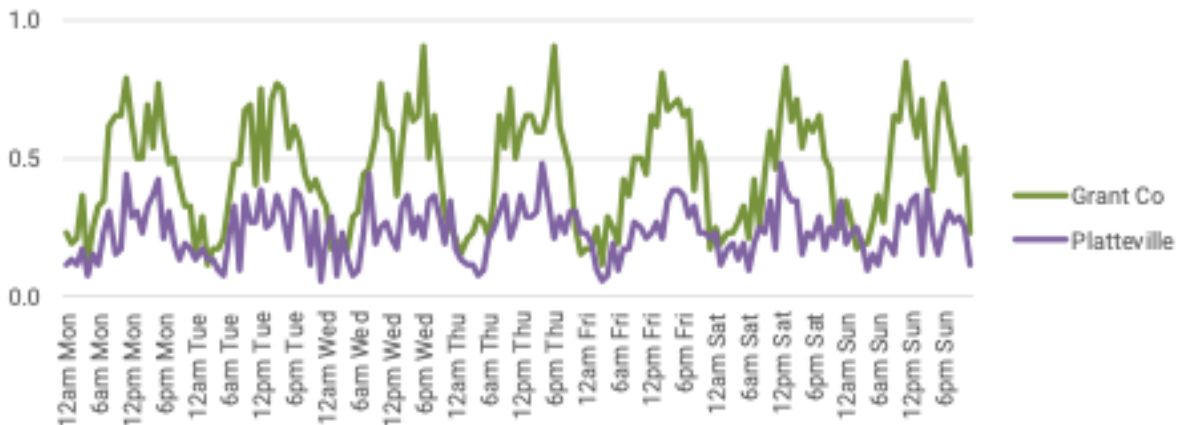
WEEKLY AVERAGE ADMINISTRATIVE CALLS BY HOUR



WEEKLY AVERAGE LAW DISPATCH ENTRIES BY HOUR



WEEKLY AVERAGE FIRE/EMS DISPATCH ENTRIES BY HOUR



As the charts show, the concrete dispatch workload is significantly greater for Grant County – particularly the volume of 911 calls and law enforcement dispatch events.

ANCILLARY DUTIES

In addition to the primary responsibilities related to call-taking and dispatch, the County’s PSAP is responsible for a number of ancillary support functions for the Sheriff’s Office and public safety in the County. These include:

- Handling non-emergency administrative calls for the Sheriff’s Office.
- Running RMS and criminal justice record queries for field units, including identities, vehicle plates, and premises history.
- Entering, maintaining, and annually validating criminal justice records, including warrants, restraining orders, missing persons, and stolen/missing property or vehicles. The County entered 578 warrants in

2025, an average of 1.6 per day. They validate about 60-65 warrants monthly, an average of 2.1 per day.

- Monitoring Sheriff’s Office vehicle locations through the CAD system and Mach AVL application, and monitoring radio traffic for the County Highway Department.
- Activating severe weather sirens, issuing local mass public safety notifications via the Code Red tool, and initiating multi-agency response protocols with Platteville and neighboring agencies.

The Platteville Police Department PSAP is also responsible for a number of ancillary support functions for the Department and the City. These include:

- Handling non-emergency calls for the Police Department, as well as other City functions after hours when selected by callers.
- Serving as the front desk for the Police Department after business hours, including walk-in calls for service and initial intake of case records and open records requests.
- Monitoring the CCTV cameras for the building, including booking area, sally port, and entry vestibule. Monitoring cameras at other City locations and schools, as well as panic alarms at City sites. Monitoring PD vehicle location via Mach application.
- Creating and updating manual RMS entries for calls for service, running RMS and criminal justice records queries for field units, and entering/clearing warrants, stolen property, vehicles, and missing persons. The center entered 56 warrants in 2025, an average of about one per week.
- Activating severe weather sirens and issuing local mass public safety notifications via the Code Red tool.
- Monitor radio traffic for the City’s non-emergency government talk group.

2.1.3 CURRENT PERFORMANCE

The following points discuss the call answering speed and estimated dispatcher occupancy rate for each of the two current PSAPs.

CALL ANSWERING TIMES

Call answering times are among the most concrete and important performance metrics for a 911 center, measuring the length of time that a caller waits before their call is answered.

Grant County and Platteville both have excellent call answering times. The County answers 99.4% of inbound 911 calls within 10 seconds. Platteville answers 98.1% of inbound 911 calls within 10 seconds.

OCCUPANCY RATE

The dispatcher Occupancy Rate is the percentage of time in a given hour that a dispatcher spends on time-sensitive work (actively engaged on a phone call, on the radio, or making a CAD entry). For example,

a dispatcher spending 24 minutes on this work over the course of an hour would have an occupancy rate of 40% for that hour (24 ÷ 60). The available call-taking and dispatch workload data can be used to calculate estimated occupancy rates:

- The average number of inbound phone calls (both 911 and administrative calls) are multiplied by the average number of minutes. In this case, the average duration is 98 seconds for 911 calls, 104 seconds for administrative calls to Grant County, and 97 seconds for administrative calls to Platteville.
- Most agencies average 50-70 seconds of push-to-talk radio airtime per CAD entry. For Grant County, we have conservatively modeled an average of 75 seconds per entry. For Platteville, the available data suggests a much longer duration of 184 seconds for law enforcement events and 131 seconds for Fire/EMS events. Longer durations are more common for smaller agencies on their own talk groups that do not have to share crowded airtime with dozens of units.
- In the absence of any industry standard, our experience with agencies across the country suggests an average of 2 minutes of active dispatcher time per CAD entry, with the additional per-call radio traffic added to this figure.

Using these data points and the on-duty staffing in a PSAP, an average occupancy rate can be calculated for each hour of the week. The following tables show this for Grant County and Platteville. The figures reflect two dispatchers on duty at all times for the County, and one on duty for Platteville.

WORKLOAD AND AVERAGE OCCUPANCY RATE – GRANT COUNTY

	Phone Call Mins/Hr (911 and Admin)							Dispatch Mins/Hr							Occupancy Rate								
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun		
12am	4.0	4.1	4.8	4.1	4.7	6.1	6.9	12am	5.6	6.2	7.5	4.9	4.9	9.7	10.5	12am	8%	9%	10%	7%	8%	13%	14%
1am	3.4	3.5	4.0	3.5	3.8	4.6	6.1	1am	3.6	6.6	6.1	4.0	2.9	5.2	7.6	1am	6%	8%	8%	6%	6%	8%	11%
2am	3.1	3.0	3.4	2.9	3.4	4.4	5.2	2am	4.1	4.0	4.4	4.0	3.0	5.7	6.3	2am	6%	6%	7%	6%	5%	8%	10%
3am	2.9	2.9	3.2	2.9	3.2	3.6	4.0	3am	4.0	3.3	4.0	3.8	2.9	4.2	3.4	3am	6%	5%	6%	6%	5%	7%	6%
4am	2.8	2.9	3.1	2.7	3.2	3.1	3.5	4am	2.5	2.5	3.4	2.9	3.4	2.9	2.9	4am	4%	5%	5%	5%	6%	5%	5%
5am	3.6	4.3	4.0	3.5	4.0	3.3	3.5	5am	4.1	4.8	5.4	4.6	4.3	4.5	3.3	5am	6%	8%	8%	7%	7%	7%	6%
6am	5.3	6.3	5.8	5.0	5.3	3.9	4.4	6am	6.3	7.2	6.3	6.0	5.7	4.3	5.2	6am	10%	11%	10%	9%	9%	7%	8%
7am	8.1	9.4	9.1	8.2	8.2	5.6	5.6	7am	10.0	13.2	13.3	12.7	10.8	5.7	5.2	7am	15%	19%	19%	17%	16%	9%	9%
8am	11.6	11.8	12.2	10.7	10.7	8.0	7.3	8am	15.2	14.1	14.9	15.3	14.8	9.7	7.9	8am	22%	22%	23%	22%	21%	15%	13%
9am	13.4	13.7	14.4	12.6	12.7	10.6	8.4	9am	15.8	15.4	17.5	16.2	16.5	13.9	9.3	9am	24%	24%	27%	24%	24%	20%	15%
10am	14.8	14.8	15.9	13.7	14.4	12.1	9.5	10am	16.0	15.6	20.3	17.5	17.2	14.4	11.3	10am	26%	25%	30%	26%	26%	22%	17%
11am	15.0	14.9	15.2	14.4	15.1	12.6	9.9	11am	16.7	16.4	17.9	15.1	18.8	13.6	13.2	11am	26%	26%	28%	25%	28%	22%	19%
12pm	14.8	15.3	15.1	14.8	14.8	12.7	10.4	12pm	15.5	17.9	16.9	17.1	16.8	14.5	13.9	12pm	25%	28%	27%	27%	26%	23%	20%
1pm	15.3	15.3	14.7	14.9	14.9	12.4	10.2	1pm	18.1	18.3	15.8	17.2	17.9	14.6	11.6	1pm	28%	28%	25%	27%	27%	23%	18%
2pm	15.5	15.5	15.2	14.8	14.7	12.1	10.4	2pm	16.5	17.1	18.4	16.0	17.9	14.4	11.8	2pm	27%	27%	28%	26%	27%	22%	19%
3pm	15.6	15.8	15.3	14.8	14.9	12.2	10.4	3pm	17.5	19.9	16.5	14.5	16.1	15.0	11.4	3pm	28%	30%	26%	24%	26%	23%	18%
4pm	14.6	14.9	15.7	15.2	14.7	11.8	10.3	4pm	15.2	16.5	16.8	15.7	16.0	13.4	10.6	4pm	25%	26%	27%	26%	26%	21%	17%
5pm	14.1	13.9	14.3	14.2	14.4	12.6	10.3	5pm	17.8	17.3	14.8	16.7	20.5	17.1	13.0	5pm	27%	26%	24%	26%	29%	25%	19%
6pm	12.8	12.4	13.6	12.7	12.7	13.0	10.0	6pm	18.0	15.5	19.2	17.6	17.8	20.1	14.2	6pm	26%	23%	27%	25%	25%	28%	20%
7pm	11.2	11.0	11.4	10.8	11.8	12.6	9.5	7pm	15.3	17.7	18.3	15.6	20.1	19.8	16.0	7pm	22%	24%	25%	22%	27%	27%	21%
8pm	10.0	9.7	10.0	9.5	10.7	11.6	8.7	8pm	15.1	14.2	18.0	14.7	18.2	19.3	14.9	8pm	21%	20%	23%	20%	24%	26%	20%
9pm	8.3	8.2	7.9	8.3	9.7	10.9	7.6	9pm	12.0	13.0	14.3	13.6	19.1	21.2	11.2	9pm	17%	18%	19%	18%	24%	27%	16%
10pm	6.5	7.0	6.6	6.8	8.5	9.2	6.5	10pm	8.8	10.5	11.1	9.6	15.4	16.1	10.3	10pm	13%	15%	15%	14%	20%	21%	14%
11pm	5.4	5.6	5.5	5.5	7.2	8.0	4.6	11pm	7.9	7.8	9.3	6.5	12.5	13.3	5.8	11pm	11%	11%	12%	10%	16%	18%	9%

WORKLOAD AND AVERAGE OCCUPANCY RATE – PLATTEVILLE

Phone Call Mins/Hr (911 and Admin)								Dispatch Mins/Hr								Occupancy Rate							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am	1.5	1.5	1.7	1.5	1.7	2.1	2.4	12am	3.2	2.9	4.7	4.4	5.3	8.0	7.7	12am	8%	7%	11%	10%	12%	17%	17%
1am	1.3	1.2	1.4	1.3	1.5	1.7	2.2	1am	2.8	2.6	4.3	4.1	4.1	6.9	7.9	1am	7%	6%	9%	9%	9%	14%	17%
2am	1.2	1.1	1.2	1.1	1.3	1.5	1.9	2am	2.4	3.3	3.9	3.4	4.6	6.0	6.7	2am	6%	7%	8%	7%	10%	13%	14%
3am	1.1	1.0	1.2	1.0	1.2	1.3	1.6	3am	2.4	3.7	3.3	2.7	2.7	3.7	2.8	3am	6%	8%	8%	6%	7%	8%	7%
4am	1.2	1.2	1.2	1.0	1.3	1.2	1.4	4am	1.4	2.3	2.8	1.7	1.5	2.5	2.6	4am	4%	6%	7%	5%	5%	6%	7%
5am	1.4	1.7	1.5	1.4	1.6	1.2	1.5	5am	2.1	2.6	1.7	1.8	2.7	2.1	1.5	5am	6%	7%	5%	5%	7%	6%	5%
6am	2.1	2.5	2.3	1.9	2.1	1.6	1.7	6am	2.0	4.0	2.8	2.8	2.1	1.3	1.3	6am	7%	11%	9%	8%	7%	5%	5%
7am	3.1	3.5	3.4	3.0	3.1	2.3	2.3	7am	6.1	6.3	5.1	6.1	6.2	2.5	1.8	7am	15%	16%	14%	15%	15%	8%	7%
8am	4.4	4.7	4.7	4.1	4.1	3.1	2.9	8am	7.3	5.2	6.1	5.6	6.2	3.9	3.5	8am	19%	16%	18%	16%	17%	12%	11%
9am	5.4	5.5	5.7	4.9	4.9	4.1	3.3	9am	5.4	6.0	5.5	6.6	5.7	5.3	4.2	9am	18%	19%	19%	19%	18%	16%	13%
10am	6.0	6.0	6.1	5.4	5.7	4.7	3.7	10am	5.6	6.0	7.4	6.1	5.6	6.2	4.7	10am	19%	20%	23%	19%	19%	18%	14%
11am	5.9	5.9	6.0	5.8	5.9	5.0	3.8	11am	8.1	7.0	6.0	6.7	7.5	4.6	3.8	11am	23%	21%	20%	21%	22%	16%	13%
12pm	5.9	6.1	6.0	5.8	5.9	5.0	4.0	12pm	7.2	6.5	7.5	7.2	5.3	6.2	5.4	12pm	22%	21%	23%	22%	19%	19%	16%
1pm	6.1	6.1	5.9	5.9	5.8	4.9	4.0	1pm	6.2	6.5	6.2	5.7	7.1	5.8	5.8	1pm	20%	21%	20%	19%	22%	18%	16%
2pm	6.3	6.2	6.0	5.9	5.8	4.8	4.1	2pm	6.4	7.0	5.8	7.8	6.1	4.8	4.6	2pm	21%	22%	20%	23%	20%	16%	14%
3pm	6.1	6.2	6.1	6.0	5.9	4.7	4.1	3pm	9.2	7.2	8.2	7.3	8.1	6.5	6.3	3pm	26%	22%	24%	22%	23%	19%	17%
4pm	5.9	6.0	6.3	6.0	5.8	4.7	4.1	4pm	5.5	5.8	7.7	10.6	7.5	5.0	5.2	4pm	19%	20%	23%	28%	22%	16%	16%
5pm	5.4	5.5	5.8	5.6	5.4	4.8	4.0	5pm	7.0	6.1	5.5	6.6	8.5	6.8	5.9	5pm	21%	19%	19%	20%	23%	19%	16%
6pm	4.9	4.9	5.2	4.9	4.8	4.9	3.8	6pm	4.7	5.2	5.1	5.8	5.6	5.0	4.5	6pm	16%	17%	17%	18%	17%	16%	14%
7pm	4.3	4.1	4.3	4.1	4.3	4.7	3.5	7pm	5.0	5.0	4.8	4.9	5.8	6.1	4.0	7pm	15%	15%	15%	15%	17%	18%	13%
8pm	3.7	3.6	3.6	3.5	3.8	4.2	3.2	8pm	5.0	5.9	5.6	5.1	7.5	7.6	3.9	8pm	15%	16%	15%	14%	19%	20%	12%
9pm	3.1	3.0	2.8	3.0	3.3	3.7	2.8	9pm	5.8	6.1	4.3	5.6	6.8	9.0	5.8	9pm	15%	15%	12%	14%	17%	21%	14%
10pm	2.5	2.6	2.3	2.5	2.9	3.1	2.3	10pm	4.7	5.5	5.2	6.9	7.9	10.4	6.0	10pm	12%	13%	13%	16%	18%	23%	14%
11pm	2.0	2.1	1.9	2.1	2.5	2.7	1.8	11pm	4.7	4.4	5.9	5.1	7.5	9.3	3.1	11pm	11%	11%	13%	12%	17%	20%	8%

Given the impossibility of spending 100% of work time actively engaged in dispatching activity and the importance of avoiding staff burnout in the emergency communications field, the maximum occupancy rate should fall well below 100%. No formal standard exists for this, but APCO recommends a range of 60-80% for dedicated call takers. In mixed-discipline environments like Grant County and Platteville, we use a 50% occupancy rate (utilization rate) as a target. This means no more than 30 minutes per hour.

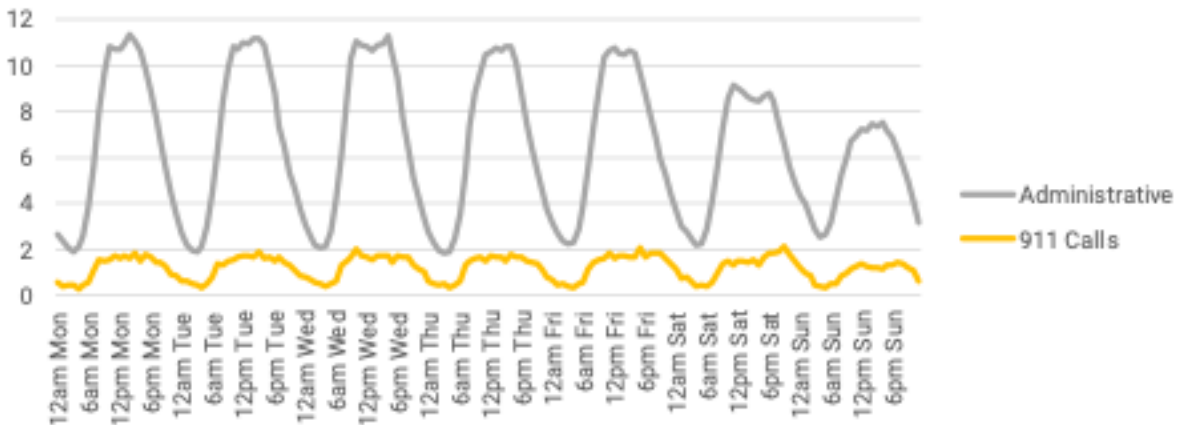
Both centers fall comfortably within this threshold currently, although ancillary duties such as CJIS entries and walk-up counter service certainly add to their workload.

This analysis suggests that each center is appropriately staffed currently.

2.1.4 CONSOLIDATED MODEL WORKLOADS

The following chart shows the combined 911 and administrative call volumes for the two PSAPs, averaged across each hour of the week. It assumes that a combined PSAP would handle all 911 and administrative calls for the County.

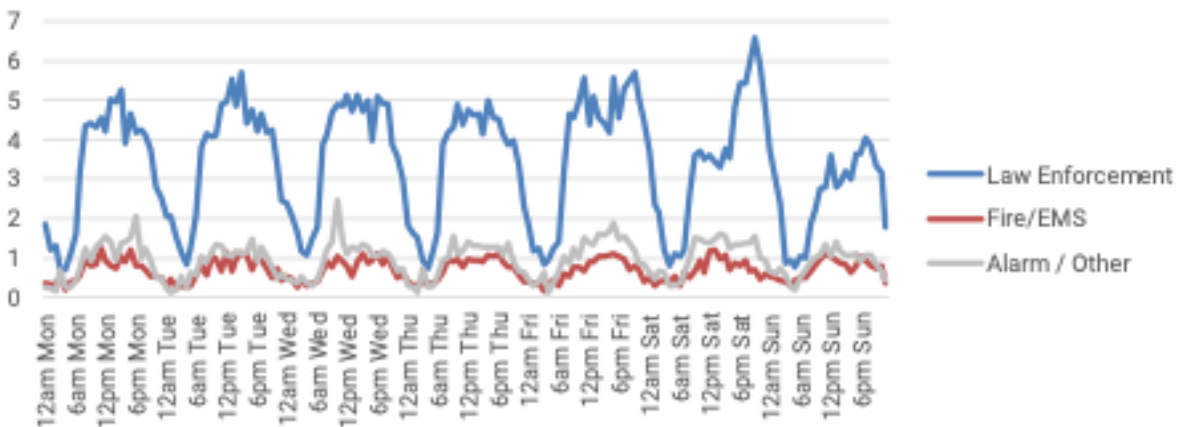
WEEKLY AVERAGE PHONE CALLS (911 AND ADMIN) BY HOUR



In reality, the peak volume for administrative calls would likely be lower than this, assuming that such calls to the Platteville PD would continue to be taken at the police station (rather than a consolidated PSAP) during business hours.

The following chart shows the combined law enforcement and fire/EMS dispatch volume for the two PSAPs, averaged across each hour of the week. It assumes that a combined PSAP would handle all CAD entries and dispatch for the Sheriff’s Office, the municipal agencies they currently serve, and the agencies served by Platteville.

WEEKLY AVERAGE DISPATCH ENTRIES BY HOUR



The following section discusses the impact of this workload and the number of on-duty personnel needed to accommodate it.

2.1.5 POSITION STAFFING NEEDS

Determining staffing needs begins by calculating the number of on-duty positions required for each hour of the week, based on the provided workload data.

FRAMEWORK AND METHODOLOGY

The following points outline the data-driven approach to determining on-duty staffing needs in a given hour for the dispatch center:

- Any staffing model must provide sufficient capacity to respond promptly to emergency calls. Minimum emergency call-taker staffing requirements are calculated using the Erlang-C model, a predictive performance model that estimates the number of staff needed to meet a specified service level (e.g., answering within 15 seconds) at a specified success rate (e.g., 90% of the time). The NENA/NFPA standard requires that 90% of 9-1-1 calls be answered within 15 seconds. Non-emergency calls are not subject to this standard.
- As noted above, our experience with agencies across the country suggests an average of 2 minutes of active dispatcher time per CAD entry, with the additional per-call radio traffic added to this figure. We assume that radio airtime would fall close to the 75 seconds per CAD entry used in modeling the County’s workload, since the majority of calls would be for existing County customers and the Platteville agencies would become accustomed to more succinct communication when sharing with multiple agencies. While calls for service vary significantly in the workload they produce for dispatchers, this average is a useful metric for assessing staffing needs.

A staffing schedule should be sufficient to meet the requirements of the Erlang-C model for 911 call-taking while also keeping overall occupancy rates within a reasonable level. As noted above, a target of 50% is used for this.

BASE OCCUPANCY RATES

A consolidated center would be able to accommodate the workload of both current PSAPs with two dispatchers on duty (the current staffing of the County’s center), while maintaining an average peak occupancy rate of about 40%. The actual occupancy rate of a consolidated center would be lower during business hours, assuming that the Platteville PD continues to handle its own administrative calls during those times.

This staffing level would also be sufficient to meet the requirements of the Erlang-C model for 911 call volume across both PSAPs, and these 911 calls are included as a workload factor in the tables above.

Ancillary duties such as additional CJIS entries and alarm monitoring for Platteville would add to the workload, but they are unlikely to push average occupancy rates close to 50%. The combined warrant entry and validation workload of the County and Platteville amounts to fewer than 2 entries and 3 validations per day. This equates to just over an hour of time that can be spread throughout the shift and completed between calls.

ADDITIONAL SHIFT STAFFING FACTORS

Two important factors complicate the staffing picture beyond the available data: the difficulty of break rotations under heavier workloads, and the additional work associated with emergency medical dispatch (EMD).

- Dispatchers should be able to take breaks during their shifts. Under current conditions, these rotations can typically be accomplished with two staff on duty. Under a consolidated scenario, however, workload would be greater and staff would be more heavily occupied (40% or more) during peak periods. Breaks would become more difficult without a third dispatcher.
- A consolidated center would likely include EMD service, as discussed further below. Some medical calls take much longer than the typical 98 seconds for most 911 calls currently; an average of 5-8 minutes per call is common. While medical calls account for only about 12-13% of total workload and this additional workload can still be accomplished with two dispatchers on duty, the duration of these calls further increases the difficulty of providing break rotations during peak periods.

To account for these factors, a consolidated center in the County should staff two dispatchers at all times, with a third during peak periods. To match the fluctuation of workload, this third position should likely be a “power shift” from 9am – 9pm, allowing the center to fill it using a pair of dispatchers on an alternating 12-hour schedule, similar to the current arrangement.

ADJUSTED SCHEDULE OCCUPANCY RATES

The following tables show the anticipated workload and dispatcher occupancy rate for a consolidated center handling the workload of both current PSAPs. This assumes:

- The center would be staffed with two dispatchers on duty at all times and a third dispatcher from 9am to 9pm, as described above.
- The average duration of 911 medical (EMD) calls is 8 minutes.
- The center handles all administrative calls, although realistically, Platteville would continue to receive these during business hours.

WORKLOAD AND AVERAGE OCCUPANCY RATE – CONSOLIDATED CENTER

	Phone Call Mins/Hr (911 and Admin)							Dispatch Mins/Hr							Occupancy Rate						
	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am	6.0	6.2	7.3	6.2	7.1	9.3	10.5	7.8	8.2	10.7	7.8	8.6	15.2	15.7	12%	12%	15%	12%	13%	20%	22%
1am	5.1	5.4	6.1	5.3	5.8	7.1	9.4	5.5	8.5	9.2	6.8	5.7	9.8	13.1	9%	12%	13%	10%	10%	14%	19%
2am	4.7	4.5	5.1	4.5	5.2	6.7	7.9	5.7	6.3	7.1	6.2	6.2	9.9	11.0	9%	9%	10%	9%	10%	14%	16%
3am	4.5	4.4	4.9	4.4	4.9	5.5	6.1	5.9	6.0	6.5	6.0	4.9	6.9	5.5	9%	9%	10%	9%	8%	10%	10%
4am	4.3	4.5	4.8	4.0	4.9	4.7	5.3	3.6	4.1	5.4	4.2	4.5	4.7	4.7	7%	7%	8%	7%	8%	8%	8%
5am	5.5	6.5	6.0	5.4	6.2	5.0	5.4	5.5	6.7	6.7	5.8	6.3	6.0	4.4	9%	11%	11%	9%	10%	9%	8%
6am	8.1	9.6	8.8	7.6	8.1	6.0	6.7	7.7	10.0	8.2	8.1	7.2	5.2	6.1	13%	16%	14%	13%	13%	9%	11%
7am	12.3	14.3	13.8	12.5	12.5	8.5	8.5	14.1	17.5	16.9	16.9	15.1	7.4	6.5	22%	27%	26%	25%	23%	13%	13%
8am	17.7	17.9	18.5	16.4	16.3	12.2	11.1	20.3	17.6	19.3	19.2	19.0	12.5	10.5	32%	30%	32%	30%	29%	21%	18%
9am	20.5	20.9	22.0	19.2	19.4	16.1	12.8	19.4	19.6	21.3	20.8	20.4	17.6	12.3	22%	22%	24%	22%	22%	19%	14%
10am	22.6	22.6	24.2	20.9	21.9	18.5	14.5	19.9	19.8	25.4	21.8	21.0	18.8	14.8	24%	24%	28%	24%	24%	21%	16%
11am	22.8	22.6	23.1	21.9	23.1	19.1	15.1	22.4	21.3	22.1	19.7	23.9	16.9	16.0	25%	24%	25%	23%	26%	20%	17%
12pm	22.5	23.3	22.9	22.6	22.6	19.3	15.8	20.6	22.4	22.1	22.2	20.5	18.9	17.6	24%	25%	25%	25%	24%	21%	19%
1pm	23.3	23.3	22.3	22.7	22.6	18.9	15.5	22.4	22.7	20.2	21.3	22.7	18.8	15.7	25%	26%	24%	24%	25%	21%	17%
2pm	23.6	23.6	23.2	22.6	22.4	18.4	15.8	20.9	21.9	22.5	21.4	22.2	17.9	15.1	25%	25%	25%	24%	25%	20%	17%
3pm	23.7	24.1	23.2	22.5	22.7	18.5	15.8	23.9	25.0	22.3	19.6	21.6	19.6	15.8	26%	27%	25%	23%	25%	21%	18%
4pm	22.2	22.7	23.8	23.1	22.4	17.9	15.7	19.1	20.6	22.2	23.0	21.3	16.8	14.3	23%	24%	26%	26%	24%	19%	17%
5pm	21.4	21.2	21.7	21.7	21.9	19.2	15.7	22.7	21.4	18.7	21.4	26.4	21.8	17.2	25%	24%	22%	24%	27%	23%	18%
6pm	19.5	18.8	20.7	19.4	19.3	19.7	15.3	21.3	19.2	22.8	21.5	21.8	23.6	17.4	23%	21%	24%	23%	23%	24%	18%
7pm	17.0	16.8	17.4	16.5	18.0	19.2	14.5	18.9	21.3	21.7	19.1	24.2	24.1	18.9	20%	21%	22%	20%	23%	24%	19%
8pm	15.3	14.7	15.3	14.6	16.3	17.7	13.2	18.7	18.5	22.0	18.5	23.6	24.8	17.8	19%	18%	21%	18%	22%	24%	17%
9pm	12.7	12.5	12.1	12.7	14.8	16.7	11.5	16.2	17.4	17.4	17.7	23.9	27.5	15.4	24%	25%	25%	25%	32%	37%	22%
10pm	10.0	10.7	10.1	10.4	13.0	14.1	9.9	12.0	14.3	14.8	14.4	20.9	23.1	14.5	18%	21%	21%	21%	28%	31%	20%
11pm	8.2	8.5	8.4	8.4	11.0	12.2	7.0	11.1	10.8	13.5	10.2	17.9	19.8	7.9	16%	16%	18%	16%	24%	27%	12%

These figures show that the center would fall comfortably below the average maximum occupancy rate target of 50%, with the projected average peaking at 37% (and potentially lower depending on Platteville’s approach to staffing the police station for administrative call-taking).

The center would also schedule additional staff during major County events or periods of severe weather, continuing the County’s existing practice, but these would be staffed with part-time personnel or overtime rather than regularly scheduled dispatchers.

Platteville would need to retain only enough personnel to staff the Police Department lobby window and answer administrative calls during its preferred periods.

2.1.6 TOTAL STAFFING NEEDS

The following points outline the filled dispatch positions needed under a consolidated model, the support needs associated with new State requirements, and the total number of authorized positions recommended.

FILLED DISPATCH POSITIONS

The total occupied minutes calculation above shows the consolidated center being staffed with five dispatchers per day (2 day shift, 2 night shift, and 1 power shift), seven days per week. Following the existing model of the County’s PSAP, this can be accomplished using 10 filled full-time dispatch positions and a group of part-time dispatchers.

The Platteville PD could elect to eliminate dispatch positions, relying on the Administrative assistant to take non-911 calls and continue providing counter service in the lobby from 8am – 4:30pm on weekdays. They may also choose instead to adjust staffing and hours to maintain a presence in the lobby for extended hours such as 6am – 10pm, or even on a 24/7 basis. Platteville’s decision would not directly impact emergency dispatch work or the staffing needs of the consolidated center, although it would affect the administrative call volume and the customer service experience of Platteville residents.

SUPERVISORY AND SUPPORT ROLES

The Grant County PSAP currently operates with a single Communications Supervisor overseeing dispatchers. Consolidation would create needs and opportunities that may facilitate an additional support position.

- The center does not use EMD software or maintain a formal quality assurance program. However, the County will be required to adopt an EMD program (or contract with an EMD vendor) within 3 years if it secures any more State grant funding to facilitate a consolidation effort.
- An EMD software platform would be best implemented and managed by a Training and Quality Assurance Coordinator role within the center. With the oversight of the Supervisor, this position would work with fire and EMS agencies to oversee the scripts, criteria, and programming of the EMD system. They would also oversee the development of a quality assurance program and contribute to staff training.

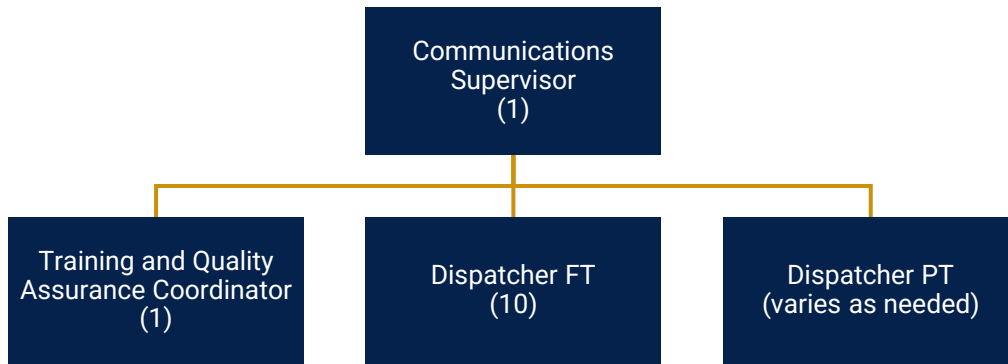
While this position may not be feasible or necessary under the current separate PSAP arrangement, a consolidated model would create more workload, an additional funding source, and new service requirements. A Training and Quality Assurance Coordinator would be a valuable asset in this scenario.

AUTHORIZED POSITIONS

The County’s PSAP currently operates with eight (8) full-time dispatchers who fill the base scheduling rotation, as well as several part-time staff who provide capacity in cases of an absence or a position vacancy.

The consolidated model would require two additional filled dispatch positions. The use of full-time staff for regularly scheduled shifts and part-time staff on an as-needed basis would continue to be sufficient for the dispatch floor. Accounting for an additional Training and Quality Assurance Coordinator, the following organizational chart depicts the structure – similar to the current model – of the potential consolidated center. This structure assumes that the center would continue to be hosted by the Sheriff’s Office, although governance considerations will be explored in a subsequent stage of this project.

CONSOLIDATED DISPATCH ORGANIZATIONAL CHART



As noted above, Platteville’s staffing needs would depend on how they plan to staff the Police Department’s administrative role and the lobby window. Maintaining 24/7 staffing would require a total of three full-time and three part-time positions, including the administrative assistant. Reducing the in-person lobby presence to 80 hours per week could be accomplished with two full-time and one or two part-time staff.

2.1.7 FUTURE PROJECTIONS

This section explores the staffing and organizational needs associated with future projections over the next 15 years at each existing PSAP and the potential consolidated center.

As outlined in the profile and noted earlier in this document, the State Department of Administration predicts no significant net population change in the County through 2040, but an aging of the existing population. The cohort of residents ages 70+ is expected to increase by 29.3%, meaning that a greater percentage of the population will become elderly; the oldest cohort will account for 16.6% of the population, compared to about 13% currently. Elderly populations are more likely to require emergency medical services¹.

The precise proportions of dispatch workload by age cohort cannot be determined from the available data, but the assumptions in this section include a 10% increase of 911 calls, administrative calls, and fire/EMS events to account for the increased needs of an aging population.

PROJECTED OCCUPANCY RATES

The following tables show the anticipated average occupancy rates of the Grant County PSAP, the Platteville PD PSAP, and a potential consolidated center handling the workload of both. These

¹ Duong, H. V., Herrera, L. N., Moore, J. X., Donnelly, J., Jacobson, K. E., Carlson, J. N., Mann, N. C., & Wang, H. E. (2018). National Characteristics of Emergency Medical Services Responses for Older Adults in the United States. Prehospital emergency care, 22(1), 7–14. <https://doi.org/10.1080/10903127.2017.1347223>.

projections correspond with a hypothetical 2040 time period, assuming increased workloads associated with an aging population as noted above. Other assumptions include:

- Staffing arrangements are similar to the current situation for the existing PSAPs (two dispatchers on duty at all times for the County and one dispatcher at all times for Platteville).
- Staffing arrangements for the consolidated model align with the recommended staffing (two dispatchers at all time with a third from 9am – 9pm).
- Both the separate County center and the consolidated center provide EMD service, and the average duration of 911 medical (EMD) calls is 8 minutes.
- The center handles all administrative calls, although Platteville would realistically continue to receive these during business hours.

SEPARATE VS CONSOLIDATED OCCUPANCY RATES – 2040 PROJECTION

Grant County PSAP								Platteville PD PSAP								Consolidated Center							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun		Mon	Tue	Wed	Thu	Fri	Sat	Sun
12am	9%	9%	11%	8%	9%	15%	16%	12am	8%	8%	11%	10%	12%	17%	17%	12am	12%	13%	16%	12%	14%	21%	23%
1am	6%	9%	9%	7%	6%	9%	13%	1am	7%	7%	10%	9%	10%	15%	17%	1am	9%	12%	13%	11%	10%	15%	20%
2am	7%	6%	7%	6%	6%	9%	11%	2am	6%	8%	9%	8%	10%	13%	15%	2am	9%	9%	11%	9%	10%	14%	17%
3am	6%	6%	7%	6%	6%	7%	7%	3am	6%	8%	8%	6%	7%	9%	8%	3am	9%	9%	10%	9%	9%	11%	10%
4am	5%	5%	6%	5%	6%	6%	6%	4am	4%	6%	7%	5%	5%	7%	7%	4am	7%	8%	9%	7%	8%	8%	9%
5am	7%	8%	9%	7%	8%	7%	6%	5am	6%	7%	6%	6%	8%	6%	5%	5am	10%	12%	11%	10%	11%	10%	9%
6am	11%	12%	11%	10%	10%	8%	9%	6am	7%	11%	9%	8%	7%	5%	5%	6am	14%	17%	15%	14%	14%	10%	11%
7am	17%	21%	20%	19%	17%	10%	10%	7am	16%	17%	15%	16%	16%	8%	7%	7am	23%	28%	27%	26%	24%	14%	13%
8am	25%	24%	25%	24%	23%	16%	14%	8am	20%	17%	19%	17%	18%	12%	11%	8am	33%	31%	33%	31%	31%	22%	19%
9am	27%	27%	29%	26%	27%	22%	16%	9am	19%	20%	20%	20%	19%	16%	13%	9am	23%	24%	25%	23%	23%	20%	15%
10am	28%	28%	33%	29%	29%	24%	19%	10am	20%	21%	24%	20%	20%	19%	15%	10am	25%	25%	29%	25%	25%	22%	17%
11am	29%	29%	30%	27%	31%	24%	21%	11am	25%	23%	21%	22%	23%	17%	14%	11am	27%	26%	27%	24%	28%	21%	18%
12pm	28%	30%	29%	29%	29%	25%	22%	12pm	23%	22%	24%	23%	20%	20%	17%	12pm	25%	27%	26%	26%	25%	23%	20%
1pm	30%	31%	28%	29%	30%	25%	20%	1pm	22%	22%	21%	21%	23%	19%	17%	1pm	27%	27%	25%	26%	27%	22%	18%
2pm	29%	30%	31%	28%	30%	24%	20%	2pm	22%	23%	21%	24%	21%	17%	15%	2pm	26%	27%	27%	26%	26%	21%	18%
3pm	30%	33%	29%	27%	28%	25%	20%	3pm	27%	24%	25%	23%	25%	20%	18%	3pm	28%	29%	27%	25%	26%	22%	19%
4pm	27%	29%	30%	28%	28%	23%	19%	4pm	20%	21%	24%	29%	24%	17%	16%	4pm	24%	26%	27%	27%	26%	20%	18%
5pm	29%	28%	27%	28%	32%	27%	21%	5pm	22%	20%	20%	22%	24%	20%	17%	5pm	26%	25%	24%	25%	28%	24%	19%
6pm	28%	25%	30%	28%	28%	30%	22%	6pm	17%	18%	18%	19%	18%	17%	15%	6pm	24%	22%	26%	24%	24%	25%	19%
7pm	24%	26%	27%	24%	29%	30%	23%	7pm	16%	16%	16%	16%	18%	19%	13%	7pm	21%	22%	23%	21%	25%	25%	20%
8pm	23%	22%	26%	22%	26%	28%	21%	8pm	15%	17%	16%	15%	20%	20%	13%	8pm	20%	19%	22%	19%	23%	25%	18%
9pm	19%	19%	20%	20%	26%	29%	17%	9pm	15%	16%	13%	15%	18%	22%	15%	9pm	25%	26%	26%	27%	34%	38%	24%
10pm	14%	16%	16%	15%	22%	23%	15%	10pm	13%	14%	13%	16%	19%	23%	14%	10pm	19%	22%	22%	22%	30%	32%	21%
11pm	12%	12%	14%	11%	18%	20%	10%	11pm	12%	11%	14%	13%	17%	21%	8%	11pm	17%	17%	19%	16%	25%	28%	13%

As the figures show, a future increase in call volume and fire/EMS service needs would not exceed the capacity of a consolidated center while maintaining a reasonable average peak occupancy rate.

2.1.8 SUMMARY OF STAFFING NEEDS

The following points summarize the staffing impacts of consolidation for both the County and Platteville.

GRANT COUNTY

Assuming that the County would host the consolidated center, an additional two full-time dispatchers would be needed, along with a Training and Quality Assurance Coordinator. This equals a total increase

of three positions. The part-time dispatcher pool, currently at 15 positions or more, would require no change.

PLATTEVILLE

As noted elsewhere in this document, the City’s staffing needs would depend solely on their preferred level of service for administrative call-taking and in-person customer service at the Police Department. The Department could elect to maintain 24/7 staffing in the lobby, maintain a presence in the lobby for some kind of extended hours, or eliminate dispatch positions completely and staff the administrative lobby window solely during business hours. Platteville’s decision would not directly impact emergency dispatch work or the staffing needs of the consolidated center.

2.2 FACILITIES AND SPACE

This section evaluates the physical facilities of the two existing dispatch centers in Grant County – the Grant County Sheriff’s Office dispatch center and the City of Platteville Police Department dispatch center – to assess their suitability for housing a consolidated PSAP. The analysis draws on on-site observations and data collected during the current-state assessment phase of this study. It addresses each facility’s physical capacity, design, resilience infrastructure, and staff amenities, and identifies the site best positioned to serve as the primary location for consolidated dispatch operations.

2.2.1 FACILITY FEATURES, SPACE, AMENITIES

The following points outline the spatial capacity, resilience features, and staff amenities at each of the two PSAP sites.

GRANT COUNTY SHERIFF’S OFFICE

The Grant County dispatch center is located in a purpose-built public safety facility constructed in 2019, which also houses the Sheriff’s Office, Emergency Management, and other County functions. The dispatch floor occupies a dedicated, secured suite on the first floor and is equipped with four fully functional sit-to-stand workstations. Physical space exists for two additional consoles, providing meaningful capacity for expansion under a consolidated staffing model. A supervisor’s office is directly adjacent to the dispatch floor, and staff have access to a full range of amenities within the building, including locker rooms, a kitchen, break room, and exercise facilities. The dispatch floor has natural light from exterior windows, as well as dimmable LED fixtures.

The facility’s resilience infrastructure is well-suited for a primary PSAP. The building is served by two separate fiber internet connections routed in different directions, providing redundant connectivity. A backup generator feeds all critical systems and is tested weekly under load. A building-wide uninterruptible power supply (UPS) provides several hours of capacity, including for HVAC systems. Dedicated backup HVAC is in place for the server room. Physical security is robust, with vehicle bollards, keycard-controlled double-entry access, CCTV monitoring throughout the interior and exterior, and

remote-controlled locking. A mobile dispatch vehicle equipped with CAD and radio consoles provides an additional layer of operational continuity.

PLATTEVILLE POLICE DEPARTMENT

The Platteville dispatch center is located within the Police Department headquarters, a building approximately 15 years old. The dispatch room is on the main floor and contains two fully equipped workstations. There is no physical space for additional consoles, and cabling runs overhead instead of beneath raised flooring. A small multipurpose room serves as the only available training or support space. Staff have access to a kitchenette, restroom, and shared Police Department facilities including a break room and gym. Lighting is fluorescent, with limited natural light visible from the lobby.

The facility’s resilience infrastructure is more limited. Internet access relies on a single fiber connection, though it is part of a looped architecture that provides a degree of redundancy. Physical security is solid, with keycard access, double-entry vestibule, ballistic glass, and CCTV coverage. There is no building-wide UPS; only small device-level units are in place, which sustain technology but not lighting or HVAC. Backup HVAC is available for the server room only; the dispatch floor itself relies on the building’s original HVAC system. A generator is present and regularly tested, though it is not secured.

2.2.2 RECOMMENDED PRIMARY SITE

Based on this assessment, the Grant County Sheriff’s Office dispatch center is clearly the appropriate location for a consolidated PSAP. It is the only facility with the physical capacity, resilience infrastructure, and operational design to support expanded consolidated staffing on a 24/7 basis. The Platteville facility, while functional for its current role, lacks the workstation capacity, power backup, and expansion potential required of a primary dispatch center.

2.2.3 CONSOLIDATION REQUIREMENTS

Consolidating dispatch operations at the Grant County Sheriff’s Office will require a defined set of facility preparations at the primary site, as well as a parallel set of steps to establish Platteville as a functional backup site. The actions required at each location are distinct: Grant County’s needs are primarily about validation and modest expansion of an already capable facility, while Platteville’s needs involve filling gaps in infrastructure and system access that currently prevent it from serving a backup role.

GRANT COUNTY SHERIFF’S OFFICE (PRIMARY CONSOLIDATED CENTER)

The Grant County facility is well-positioned to serve as the consolidated center, but consolidation will increase operational reliance on it significantly. The dispatch floor currently has room for two additional workstations beyond its existing four, and two new console positions should be added to support and provide backup to the expanded staffing model. Beyond the physical addition of consoles, the County should confirm that the network infrastructure – including switching capacity, cabling, and bandwidth – can sustain the load of additional simultaneous users across CAD, radio, telephony, and monitoring systems without degradation.

The facility’s power resilience is strong but should be formally assessed under consolidated operating conditions. The generator and UPS should continue to be regularly tested. Environmental systems, particularly HVAC, should also be confirmed as adequate; the dispatch floor currently relies on the building’s main HVAC, and sustained operations during an outage of that system would need to be addressed. None of these are expected to be significant obstacles, but each should be documented and verified before consolidation is finalized.

CITY OF PLATTEVILLE (BACKUP SITE)

Platteville currently serves informally as a partial backup location for Grant County. 911 calls and radio can be handled from there, but CAD access is not available at the Platteville facility, meaning a true backup capability does not exist. If Grant County’s primary systems go down, so does Platteville’s ability to support dispatch in any meaningful way. Establishing Platteville as a genuine backup site under the consolidated model will require several concrete steps.

In addition to the technology steps described later, the center’s infrastructure and resilience features must be upgraded. The fiber connection between Grant County and Platteville must be assessed for its capacity and reliability in supporting voice, CAD data, and continuity operations simultaneously. Additionally, the power backup situation at Platteville must be addressed. The existing UPS covers technology equipment only, not lighting or HVAC. For the facility to function as a staffed backup dispatch site during an extended outage, the generator’s capacity should be confirmed and environmental systems should be on protected power.

Platteville’s two existing workstations are adequate for a backup role in most cases, especially if supported by the primary site’s mobile dispatch vehicle. The physical space, security features, and staff amenities at the Platteville PD building are sufficient to support emergency operations for the duration of a typical outage or contingency event. The gap is not in the physical facility itself, but in the systems and infrastructure needed to make it operationally independent when needed.

2.3 TECHNOLOGY AND SYSTEMS

This section evaluates the technology, infrastructure, and system configurations required to support consolidated dispatch operations in Grant County. The systems described are based on the documented current-state technology environments for Grant County and Platteville. Under a consolidated model, most core technologies remain in place. The principal technology impacts relate to access, configuration, validation, and operational responsibility rather than system replacement.

This analysis uses a consolidated center at the Grant County PSAP as the most likely operational model and analyzes the feasibility and needs in terms of system needs and configurations. Some consideration is also given to the use of Platteville as a backup PSAP, which the County may choose to pursue.

This analysis outlines the steps required for the transition in each technology area and confirms their feasibility and level of effort. For planning purposes, implementation actions in this section are assigned a qualitative level of effort of Low, Medium, or High.

2.3.1 CAD AND RELATED SYSTEMS

This subsection addresses Computer Aided Dispatch and closely related systems that support call intake, incident creation, unit assignment, and field communications under a consolidated dispatch model in Grant County. Under consolidation, the Sheriff’s Office dispatch center would serve as the primary location for CAD-based dispatch operations, with Platteville transitioning away from routine dispatch while retaining defined administrative functions, with any backup or continuity capability determined through later phases of the study.

CURRENT STATE

Grant County operates a Central Square CAD and RMS environment that supports County agencies and selected municipal users. Mobile CAD is deployed on a limited basis for some agencies to support field status updates and faster alerting. Fire and EMS alerting is currently performed using radio-based tone-out paging. Emergency medical call handling is procedural, including T-CPR, with no formal electronic Emergency Medical Dispatch program currently in place.

Platteville does not currently operate CAD and does not have CAD workstations. All CAD application servers and associated infrastructure are housed at the Grant County facility. CAD operations are therefore dependent on the availability of the Grant County dispatch center infrastructure. Incident documentation and records management at Platteville are handled using the Talon Incident Management System (TIMS), with incidents created manually based on dispatcher notes and existing local practices. Platteville Fire and Southwest EMS are currently dispatched locally, and some agencies have adopted the County’s mobile CAD to improve alerting and field awareness, while Platteville PD and the University of Wisconsin–Platteville Police Department are not CAD users.

SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to the CAD software involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – CAD AND RELATED SYSTEMS

System Area	Actions Required	Effort Level
CAD Access and Configuration	Confirm CAD license quantities, agency definitions, user roles, and permissions support centralized dispatch operations at the Grant County center. This includes adding Platteville PD and UW–Platteville PD as agencies and responding units in CAD, even if those agencies do not adopt mobile CAD. If supervisory or contingency access is required under consolidation, CAD capability would need to be explicitly implemented at Platteville, including workstation deployment, licensing, connectivity, and operational validation.	Low

System Area	Actions Required	Effort Level
CAD Workflow Alignment	Validate that CAD event types, response plans, unit assignment logic, and dispatcher workflows function consistently when dispatch responsibility is centralized at the Grant County center.	Medium
Fire and EMS Alerting	Confirm that the consolidated dispatch center can initiate and manage tone-out paging for all Fire and EMS agencies. Validate tone sets, paging logic, redundancy, and dispatcher procedures under centralized operations. Evaluate the feasibility of implementing a standardized, CAD-integrated station alerting platform to enhance structured incident data delivery and reduce repetitive radio traffic.	Medium
Records Management Access and Workflow	Confirm RMS roles, permissions, interfaces, and workflows support centralized incident creation and unit activity entry while preserving agency-specific administrative access, review, and reporting requirements. Platteville may need to migrate to the County RMS system to support consolidated operations.	High
Mobile Data Connectivity	Validate that existing mobile CAD deployments (and potential new mobile CAD deployments for Platteville agencies) continue to function correctly under centralized dispatch operations, including unit status changes, messaging, acknowledgments, and incident updates.	Medium
Emergency Medical Dispatch (EMD)	Implement a standardized Emergency Medical Dispatch program as part of consolidated dispatch operations. This includes defining EMD software requirements, dispatcher training and certification, quality assurance processes, and integration with CAD to support centralized medical call handling.	High
Backup CAD Capability	Determine degree of CAD access required at Platteville to support contingency or backup operations. Define the necessary workstation configuration, user readiness, and testing requirements.	Medium

Variations in the level of effort reflect the extent of cross-agency coordination, workflow alignment, and validation required to support centralized dispatch operations.

INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, the CAD platform itself does not change; however, operational control, dispatch authority, and workflow ownership shift to a single primary dispatch center. The primary transition effort involves ensuring that centralized dispatch staff have complete and reliable operational control while preserving agency responsibilities and defined continuity expectations.

All CAD application servers are currently housed at the Grant County facility. This creates a single-site dependency for CAD operations. Any continuity or backup planning must account for the potential loss of the primary facility.

A key integration consideration is CAD access and agency representation. Agencies that are not current CAD users must still be defined within the CAD environment so they can be dispatched, tracked, and documented by the consolidated center. Decisions regarding mobile CAD adoption are operational and budgetary and are separate from the need for dispatch visibility within CAD. All CAD and RMS access models, user roles, permissions, and audit requirements must remain compliant with applicable CJIS security, access control, and data-handling standards under centralized operations.

Records Management and TIMS Transition Strategy Records management represents a critical transition consideration. To ensure that consolidation does not result in inefficient dual data entry for dispatch staff, a clear long-term records strategy is required. Three primary options should be evaluated:

- **Migration to County RMS:** Transitioning Platteville and UW-Platteville to the County’s Central Square RMS is the most likely and operationally sound long-term solution.
- **Interface Development:** Developing a technical interface between Central Square CAD and the existing TIMS system; however, the cost of this integration may be prohibitive given the nature of the current standalone system.
- **Manual Dual Entry (Interim only):** Maintaining separate systems where dispatchers enter data into both CAD and TIMS. This is highly discouraged as a permanent solution due to the high likelihood of errors and increased dispatcher workload.

During any transition period, workflows must be strictly defined to ensure dispatchers at the consolidated center create incidents once within CAD to maintain operational speed.

Fire and EMS alerting represents a higher-risk transition area because it directly affects response initiation. Tone-out paging, alerting logic, and dispatcher procedures must be validated under centralized operations to ensure reliability and agency-specific requirements are preserved. When agencies are added or reconfigured within CAD, corresponding response plans and paging protocols must be aligned and tested to maintain consistent and predictable notification behavior.

As part of broader modernization planning, the County may also wish to evaluate implementation of a standardized, CAD-integrated fire and EMS station alerting platform. While not required to support consolidation, such a system would improve speed, consistency, and data fidelity of incident notification by delivering structured incident details directly from CAD to stations and mobile devices. This approach reduces reliance on repetitive voice transmissions, supports scalable operations as call volume increases, and becomes particularly valuable if a formal Emergency Medical Dispatch program is implemented. Any transition to a digitally integrated alerting platform would require coordination with participating agencies and validation of delivery methods, redundancy, and operational procedures.

Medical call handling introduces additional coordination requirements. Consolidation increases the need for consistent call interrogation, response determination, and dispatcher training. Implementing a formal EMD program supports standardized medical call handling under centralized operations but requires coordinated configuration, training, and quality assurance. The recommended Training and Quality

Assurance Coordinator position would play a key role in managing the development and operation of this system, as well as working with stakeholder fire/EMS agencies to maintain protocols and response plans. Implementation of EMD may also support expedited or staged dispatch models, including pre-alerting of response units prior to completion of full call interrogation, subject to agency policy and system configuration.

Any defined backup CAD capability at Platteville must be explicitly configured, documented, and tested. Backup functionality should be based on validated capability rather than assumption, with clear expectations for when and how it would be used.

2.3.2 RADIO SYSTEMS AND EQUIPMENT

This subsection addresses the radio infrastructure and dispatch console environment that support law enforcement, fire, and EMS communications across Grant County. Under a consolidated dispatch model, the County’s radio network remains a shared resource, with consolidation affecting where dispatch and monitoring functions are performed rather than how the radio system itself is engineered or operated.

CURRENT STATE

Grant County is in the final stages of transitioning its radio environment to a new countywide, multi-site Tait simulcast system. The system consists of eleven simulcast sites interconnected via County-owned fiber optic infrastructure configured in a ring topology to support resiliency. With limited exceptions, the simulcast sites are newly constructed rather than upgrades to existing facilities. System cutover is expected following completion of site activation and acceptance testing.

The radio system operates as a conventional, non-trunked architecture, with all system channels capable of P25 digital operation. Operational channels will include Sheriff Dispatch (P25 Digital Conventional), Sheriff Tac (P25 Digital Encrypted), Fire Dispatch (analog at cutover, with planned transition to P25), Coordination (analog at cutover, with planned transition to P25), Paging (analog), and Highway Department (analog). Support channels remain analog. Channel capacity is managed through conventional channel assignments rather than dynamic talkgroup allocation.

Platteville Police Department operates on an encrypted primary law enforcement channel, while the Grant County Sheriff’s Office primary dispatch channels are not encrypted for routine operations. Although both agencies share the same radio backbone, Grant County dispatch consoles are not currently configured with the necessary encryption keys to monitor Platteville’s encrypted traffic. This limitation reflects console programming and key management configuration rather than physical separation of the systems.

Platteville connects to the County radio environment through the shared fiber optic backbone and utilizes a repeater located on a County tower. While the County is transitioning to the new Harris simulcast system, Platteville is migrating to Tait subscriber radios to align with that architecture. Despite this shared infrastructure, Platteville continues to operate as a separate logical system bridged for interoperability rather than as a fully unified channel configuration.

Radio traffic is centrally monitored and recorded at the Grant County dispatch center using a NICE logging recorder system. Recordings are segmented by channel and transmission and are retrievable for operational review and public records requests. Authorized dispatch personnel are able to monitor encrypted County channels as configured; however, monitoring of Platteville’s encrypted channel remains limited due to console key configuration.

Platteville Police Department and the University of Wisconsin–Platteville Police Department currently operate on their own primary law enforcement channels. Under consolidated dispatch operations, assignment to an existing County law enforcement channel would be operationally appropriate, subject to validation of workload, encryption alignment, and monitoring considerations. Fire and EMS agencies are dispatched using radio-based paging, with agency-specific tone sets and established procedures.

Zetron radio consoles are in use at the County, with two console positions located at Platteville that currently support local dispatch operations and would be retained to support defined administrative, backup, or continuity scenarios under a consolidated model.

SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to radio communications involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – RADIO SYSTEMS AND EQUIPMENT

System Area	Actions Required	Effort Level
Primary Console Configuration	Configure and validate dispatch console profiles at the Grant County center to support consolidated dispatch operations across all participating agencies, including law enforcement, fire, EMS, and supporting services.	Medium
Channel and Profile Alignment	Review and align channel assignments, console layouts, and dispatcher profiles to support centralized operations. This includes validating how Platteville PD and UW–Platteville PD primary law enforcement channels are integrated into the County channel structure under consolidated dispatch, including encryption compatibility and monitoring requirements.	High
Backup Console Capability	If Platteville is designated to support defined backup or continuity operations, verify that the two consoles at Platteville are configured with access to the required County radio channels. Implement any necessary console programming, channel access configuration, and validation testing to support the defined scope of backup operations	Medium

System Area	Actions Required	Effort Level
Encrypted Channels and Key Management	Confirm which law enforcement channels are encrypted, including Platteville PD’s primary encrypted channel. Validate that consolidated dispatch consoles are properly configured with the necessary encryption keys to monitor and transmit on authorized encrypted channels, and establish documented key management, access control, and operational procedures.	Medium
System Testing and Validation	Conduct functional testing of audio quality, channel access, encrypted communications, dispatcher workflows, and logging from both the primary and backup locations.	Medium

The level of effort shown reflects the need for coordinated console configuration, dispatcher training, and operational validation to support centralized dispatch and operational continuity, including potential alternate or contingency operating scenarios.

INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, the radio network itself remains unchanged; however, the access, monitoring, and operational management of radio resources does change. The primary transition effort is shifting active dispatch and monitoring responsibilities to a centralized location while ensuring reliable radio support for all agencies.

A key integration consideration is radio channel allocation. The workload analysis indicates that the County’s existing radio channels have enough capacity to support the new agencies. Centralized dispatch operations must balance dispatcher workload, monitoring complexity, and operational clarity. Assigning agencies to an appropriate set of shared law enforcement, fire, and EMS radio channels under consolidated dispatch is a critical operational decision that must be validated through configuration and testing rather than assumed.

Encrypted law enforcement channels introduce additional coordination requirements. Consolidated dispatchers must have reliable access to authorized encrypted channels or units, with clear procedures governing monitoring, transmission, and key management. These considerations affect dispatcher workflows and operational readiness rather than radio infrastructure design.

Backup and continuity operations represent another important transition consideration. While Platteville retains console positions, the role of those consoles under outage or relocation scenarios must be explicitly defined. Console access, channel availability, and dispatcher procedures must support effective assumption of radio operations when required, and this capability must be validated through testing.

Centralized dispatch requires operational validation of the radio environment. Audio quality, channel selection, encrypted communications, dispatcher monitoring load, and logging must be confirmed from both the primary and backup locations to ensure radio operations remain predictable and reliable under consolidated operations.

2.3.3 911 AND NON-EMERGENCY PHONE SYSTEMS

This subsection addresses 9-1-1 call handling and administrative phone integration required to support consolidated dispatch operations in Grant County. Under a consolidated model, emergency and selected non-emergency call handling responsibilities shift to the Grant County Sheriff's Office dispatch center, while maintaining appropriate local access and defined after-hours call forwarding for Platteville.

CURRENT STATE

Grant County serves as the host Public Safety Answering Point for the County's 9-1-1 system. The Emergency Services IP Network (ESInet), currently provided by TDS, connects directly to the Grant County Sheriff's Office dispatch center, where emergency calls are received and processed using the Central Square call-taking and CAD platforms.

Platteville functions as a remote or satellite extension of the County's 9-1-1 environment rather than as an independent peer PSAP. Platteville does not maintain its own direct ESInet trunking to the state emergency network. Instead, its 9-1-1 workstations operate as extensions of the server environment housed at the Sheriff's Office, with connectivity between the two centers maintained through a County-owned fiber optic loop that has replaced legacy T1 and VPN connections.

All wireless 9-1-1 calls within the County are delivered to the Grant County dispatch center. Wireline 9-1-1 calls originating outside the City of Platteville are likewise routed to Grant County. When a call requires dispatch by the Platteville Police Department, Grant County dispatchers transfer the call to Platteville using standard ten-digit voice routing. Although this transfer occurs within the Central Square environment, it is treated as a conventional telephone call and does not pass the digital ESInet data payload. As a result, ANI/ALI location information and supplemental data, including RapidSOS data, do not automatically transfer with the call audio.

Wireline 9-1-1 calls originating within the City of Platteville are routed directly to Platteville based on existing call-routing configurations. These calls do not pass through Grant County prior to answer. However, Platteville workstations are not configured with a visual call-handling interface that presents full integrated ESInet data. Dispatchers answer calls using physical Polycom IP handsets rather than a workstation-based softphone interface. Consequently, caller information is delivered in a limited format consistent with the current workstation configuration, and integrated data continuity is not present.

Because transferred calls are delivered as voice-only audio and local workstations lack integrated data display capability, Platteville personnel must verbally reconfirm caller location and details and manually recreate incident context using local procedures. This introduces additional handling time and reflects system configuration rather than network separation.

Administrative and non-emergency calls are handled independently from 9-1-1 calls. During staffed hours, Platteville administrative calls are answered locally through the City's municipal phone system. After-hours call handling and forwarding are governed by established local procedures and are not fully

integrated with the County’s 9-1-1 call-taking platform. Grant County administrative calls are integrated with the Central Square environment, while Platteville’s administrative call handling remains separate.

SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to the 911 and non-emergency phone systems involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – 911 AND NON-EMERGENCY PHONE SYSTEMS

System Area	Actions Required	Effort Level
9-1-1 Call Routing	Confirm and validate that all emergency calls, including wireless and wireline 9-1-1, route consistently to the consolidated dispatch center at the Grant County Sheriff’s Office under centralized operations. This includes verifying and standardizing existing routing configurations to eliminate remaining local wireline exceptions where appropriate.	Low
Call-Taking Platform	If Platteville is evaluated for a defined backup PSAP role, assess the feasibility of implementing internal digital call-transfer capability or equivalent ESInet-integrated call delivery to support data continuity. Identify required workstation interfaces, configuration changes, and validation steps	Medium
Administrative Call Forwarding	Validate after-hours forwarding of administrative and non-emergency calls from Platteville to the consolidated dispatch center. This includes confirming routing logic, forwarding rules, dispatcher procedures, and call-handling expectations during unstaffed periods. If Platteville is designated to serve in a backup capacity, define corresponding administrative call-handling behavior under that scenario.	Medium
Call-Handling Capacity and Workflow Validation	Validate call-handling capacity, queue behavior, and dispatcher workflows under consolidated operations to ensure emergency and administrative calls are handled reliably during peak and abnormal conditions.	Medium
Continuity and Failover Behavior	Confirm that telephony failover and continuity behavior supports defined outage, relocation, or degraded operations scenarios at the Grant County host site. If Platteville is evaluated as a backup location, identify additional configuration and call-delivery capabilities required to support that role.	Medium

Level of effort in this subsection reflects the coordination and validation required to redirect emergency and administrative calls, align rollover behavior, and adjust dispatcher workflows under centralized operations.

INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Centralized call handling under consolidation builds on Grant County’s existing call-routing environment, which already directs all wireless 9-1-1 calls and most wireline 9-1-1 calls to the Sheriff’s Office dispatch center. The primary transition effort is validating and standardizing call-routing and transfer behavior so emergency calls are handled consistently under centralized operations, rather than introducing a new call-handling platform.

A key integration consideration is the operational relationship between Grant County and Platteville call-taking environments. While Platteville uses the Central Square 911 architecture for call taking, it does not currently function as a peer or backup call-taking site for the County. If Platteville is expected to serve a defined backup or continuity role, its call-taking configuration and software, workstation readiness, and operational procedures must be aligned with the primary dispatch center and validated through testing rather than assumed. It would require its own defined extension of the ESInet environment currently provisioned to Grant County, including independent digital call delivery with full data continuity. The technical feasibility, transport design, and associated capital and recurring costs of such an extension would need to be evaluated in coordination with the ESInet provider and incorporated into any backup site implementation plan.

Administrative and non-emergency call handling represents a separate but related transition consideration. After-hours call forwarding from Platteville must be clearly defined, consistently configured, and well understood by dispatch staff to ensure continuity of service and avoid missed calls during periods when municipal offices are unstaffed.

Continuity and failover behavior must be explicitly validated. Dispatch leadership must have confidence that emergency and administrative calls route as intended during outages or degraded operations, based on tested configuration and documented procedures. Any defined backup role for Platteville must be supported by verified call-routing behavior, system readiness, and dispatcher training to ensure reliable service continuity.

The consolidation model itself does not require modification of existing 9-1-1 call delivery beyond centralized routing; expanded digital call-delivery capability would only be required if a backup PSAP role for Platteville is pursued.

2.3.4 MONITORING AND ANCILLARY SYSTEMS

This subsection addresses systems that support situational awareness and ancillary public safety functions, including alarms, cameras, and secondary radio monitoring. Under a consolidated dispatch model, responsibility for active monitoring of these systems would shift primarily to the Grant County Sheriff’s Office dispatch center during nights, weekends, and other periods when municipal facilities are not staffed.

CURRENT STATE

Grant County and the City of Platteville utilize a range of monitoring and ancillary systems that support public safety, facility security, and situational awareness. These systems include surveillance cameras, alarm and alerting systems, and selected secondary radio channels associated with public works, facilities, and other supporting services.

Monitoring responsibilities are currently decentralized and vary by system, agency, and time of day. During normal business hours, selected systems are monitored locally based on established municipal or agency-specific practices. After hours, monitoring and response arrangements differ by system and may rely on on-call notification, escalation procedures, or limited dispatch involvement rather than continuous centralized monitoring.

System access, alert delivery methods, and response expectations are not uniform across agencies or platforms. In some cases, alarms or alerts are routed directly to non-dispatch personnel, while in others they may be visible to dispatch staff but are not actively monitored unless escalated. These differences reflect local operational practices rather than a standardized monitoring model.

Secondary radio channels used for non-primary public safety functions, such as public works or facilities operations, exist within the radio environment but are not consistently monitored by dispatch staff. Monitoring of these channels is situational and dependent on staffing levels, operational priorities, and established procedures.

These systems and operating practices form the baseline for evaluating centralized monitoring responsibilities under a consolidated dispatch model. Under consolidation, the primary impacts relate to access, procedures, and responsibility for active monitoring, rather than replacement of the underlying technology platforms.

SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key monitoring systems and ancillary tools involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – SECURITY MONITORING AND ANCILLARY SYSTEMS

System Area	Actions Required	Effort Level
System Access	Confirm which surveillance, alarm, and ancillary monitoring systems require visibility at the consolidated dispatch center. Validate access credentials, permissions, and display configurations necessary to support defined monitoring responsibilities without expanding scope beyond current policy.	Medium

System Area	Actions Required	Effort Level
Alarm and Alert Monitoring	Validate how alarms and alerts are delivered under consolidated operations, including routing paths, notification methods, and escalation triggers. Confirm which alerts require dispatcher awareness versus those handled through on-call or agency-specific procedures.	Medium
Secondary Radio Monitoring	Determine which non-primary radio channels, such as those used for public works, facilities, or supporting services, require monitoring at the consolidated dispatch center. Validate access and monitoring expectations based on operational need rather than assumption.	Medium
Procedures and Training	Align standard operating procedures and dispatcher training to support centralized monitoring responsibilities without detracting from primary call-taking and dispatch functions.	Low

Level of effort in this subsection reflects the coordination and procedural alignment required to centralize monitoring responsibilities, confirm system access, and support dispatcher awareness.

INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, most monitoring and ancillary systems remain unchanged from a technology standpoint. The primary transition effort is defining which systems require active dispatcher monitoring and ensuring consolidated dispatch staff have appropriate access, visibility, and procedural guidance to support those responsibilities.

A key integration consideration is scope definition. Dispatch leadership must clearly determine which alarms, alerts, cameras, and secondary radio channels require awareness or action at the consolidated dispatch center, and under what conditions. Not all systems currently monitored locally are intended to shift to continuous dispatch monitoring, and monitoring expectations must be explicitly defined rather than implied.

An additional integration consideration is the delivery method for CCTV, video, and alarm systems. These systems may rely on different transport technologies, including IP-based networks, dedicated wireline circuits, or cable-based services. Validation is required to confirm that video and alert feeds can be reliably delivered to the consolidated dispatch center with sufficient quality, latency, and resiliency to support defined monitoring responsibilities.

Procedural alignment is critical. Escalation thresholds, notification methods, and response responsibilities must be clearly documented so dispatchers understand when monitoring requires action versus observation or referral to on-call personnel. These procedures must support situational awareness without diverting attention from primary call-taking and dispatch functions.

After-hours and reduced-staffing scenarios represent an important transition focus. Consolidation may increase dispatcher exposure to alerts or system information that was previously handled locally or

through on-call arrangements. Monitoring responsibilities under these conditions must be validated through configuration review and operational testing to ensure reliability and clarity.

Validation, rather than assumption, underpins successful integration. Access permissions, alert visibility, delivery behavior, escalation procedures, and dispatcher workflows must be tested under realistic operating conditions to confirm that monitoring responsibilities function as intended under a consolidated dispatch model.

As part of future technology planning, particularly if a formal Emergency Medical Dispatch program is implemented, the County should evaluate emerging artificial intelligence and workflow automation tools that support call review, protocol compliance monitoring, and operational analytics. AI-assisted platforms can analyze call recordings against defined criteria, flag potential deviations, assist with transcription and documentation, and support administrative call triage or multimedia analysis. In a center of this scale, such tools are unlikely to materially alter minimum staffing requirements; however, they may improve review coverage, operational consistency, and supervisory visibility into performance trends. Any adoption should be evaluated based on integration feasibility, data security standards, measurable operational benefit, and cost-effectiveness rather than as a staffing reduction strategy.

2.3.5 PSAP INFRASTRUCTURE

This subsection addresses the underlying infrastructure required to support consolidated dispatch operations, including dispatch workstations, network connectivity, power, and supporting facility technology. Under a consolidated model, the Grant County Sheriff’s Office dispatch center serves as the primary operational site, with Platteville retained for administrative functions. A backup or continuity role would be subject to definition and validation.

CURRENT STATE

The Grant County Sheriff’s Office dispatch center serves as the County’s primary dispatch facility and is equipped to support continuous operations. The center includes four fully functional dispatcher console positions, associated computing equipment, network connectivity, radio and telephony integration, and supporting power infrastructure appropriate for 24/7 operations.

The facility supports centralized dispatch activities for County agencies and provides the operational foundation for consolidated dispatch under the proposed model. Existing infrastructure supports current staffing levels and system access, with dispatch workstations configured to support CAD, radio, telephony, and associated monitoring functions.

The City of Platteville maintains a smaller dispatch environment with limited workstation and console capacity. This location is not designed to support full-time consolidated dispatch operations and does not currently operate CAD or receive full 9-1-1 call delivery. While dispatch consoles are present, any administrative, contingency, or backup role would require additional system access, call delivery capability, and validation before such functions could be assumed.

Network connectivity exists between the Grant County dispatch center and Platteville to support operational coordination; however, the resiliency, capacity, and suitability of that connectivity for consolidated dispatch or backup operations have not been validated. Power, network, and workstation resiliency characteristics vary by site and have not yet been assessed against consolidated dispatch continuity requirements.

These facilities, workstations, and supporting infrastructure elements form the baseline for evaluating infrastructure readiness, workstation adequacy, and continuity capability under a consolidated dispatch model.

SUMMARY OF KEY SYSTEM ACTIONS

The following table summarizes the key systems related to PSAP infrastructure involved in consolidation, the actions required to support consolidation, and an estimated relative level of effort for each.

KEY ACTIONS – PSAP INFRASTRUCTURE

System Area	Actions Required	Effort Level
Primary Dispatch Workstations	Validate that the Grant County dispatch floor can support consolidated staffing levels, including dispatcher positions required for routine operations, training, supervision, and contingency coverage. Confirm workstation functionality, ergonomics, and integration with CAD, radio, telephony, and monitoring systems.	High
Network Capacity and Performance	Verify network capacity, performance, and reliability at the Grant County dispatch center to support additional consoles, centralized system access, radio operations, telephony, and monitoring systems under consolidated operations.	Medium
Connectivity Between Primary and Secondary Location	Confirm the capacity, redundancy, and performance characteristics of the fiber connection between the Grant County dispatch center and Platteville, including suitability to support voice, CAD data, and continuity operations.	High
Facility Support Systems	Validate power, UPS, generator support, cabling, and environmental systems at the Grant County dispatch center to ensure they support increased reliance on the primary facility under consolidated operations.	Medium
Secondary Location Readiness (Platteville)	Validate that any proposed expansion of Platteville’s role beyond its current administrative function, including continuity or backup operations, is supported by implemented CAD access, digital call-delivery capability, connectivity, and documented procedures.	High
Resiliency & Redundancy	Verify existing geo-diverse routing, transport redundancy, and automated failover behavior for CAD, radio core systems, and supporting infrastructure.	Medium

The level of effort reflects the scale of coordination and validation required to expand and support consolidated dispatch operations, rather than changes to County infrastructure standards.

INTEGRATION CONSIDERATIONS AND TRANSITION FOCUS

Under consolidation, existing facilities and infrastructure remain in use; however, the Grant County Sheriff's Office dispatch center assumes increased operational importance as the single primary dispatch location. The primary transition effort is validating that infrastructure, workstations, and supporting systems at the primary site can reliably support consolidated staffing levels, centralized system access, and continuous operations.

While consolidation at the Grant County facility is analyzed as the primary operational configuration, the potential use of Platteville as a backup dispatch site is examined at a feasibility level only. This includes review of facility suitability, connectivity, call-delivery transport, and CAD extension requirements. The analysis identifies operational and technical prerequisites for such a role but does not develop detailed cost models or implementation sequencing for a backup configuration.

A key integration consideration is dispatch workstation readiness. Increased reliance on the primary dispatch center requires confirmation that console positions, computing resources, network connectivity, and peripheral systems support sustained operations without degrading dispatcher workflows, visibility, or communications. Validation should focus on operational performance rather than nominal capacity.

Infrastructure resiliency is also critical. Consolidation increases dependence on network, power, and environmental systems at the primary site. Connectivity, redundancy, and failover behavior must be verified to ensure dispatch operations remain functional during outages, degraded conditions, or peak operational periods. These characteristics should be confirmed through testing rather than inferred from the existing design.

The role of the Platteville facility represents a separate integration consideration and should be fully explored as a potential backup dispatch site under consolidation. While Platteville is not currently positioned to serve this role, it may support administrative, contingency, or continuity operations if required system capabilities can be accommodated. Any backup or continuity role must be explicitly defined and supported by verified system access, connectivity, call delivery capability, and documented procedures, with readiness validated prior to implementation.

Successful integration depends on disciplined validation. Infrastructure capacity, workstation functionality, inter-site connectivity, and operational procedures must be reviewed and tested under realistic operating conditions. This approach ensures consolidation is supported by demonstrated readiness rather than implied capability, while preserving flexibility for future operational decisions.

2.4 SERVICE LEVEL IMPACTS

The following points discuss the impact of consolidation on performance and resilience for the County's emergency communications environment.

PERFORMANCE AND SERVICE LEVELS

The level of public safety service provided by a dispatch center can be analyzed through four framing elements:

Speed of Service	Time is of the essence in emergency communications. Transferred calls, delayed dispatch, and other slowdowns should be avoided as much as possible.
Response Capacity	Public safety is improved when dispatchers have the necessary access and tools to quickly dispatch an appropriate and scalable field response.
First Responder Safety	Field responders are safer when they have access to live CAD updates, a radio dispatcher with sufficient capacity, speedy backup and mutual aid, and other resources to improve situational awareness.
Professionalism	Dispatch centers provide better service when they are staffed with certified, experienced, knowledgeable, full-time, well-trained personnel.

In this scenario, all four of these framing elements can be improved through consolidation:

- **Speed of Service:** The Sheriff’s Office is the primary PSAP for all wireless 911 calls in the County, including those originating in Platteville. These calls are transferred to the Platteville PD dispatch center, creating a short delay (typically 10-15 seconds). In a consolidated scenario, this delay would be eliminated.
- **Response Capacity:** Under consolidation, Platteville’s 911 calls would no longer be answered by a single-seat dispatch center, which is out of compliance with NFPA standards. Instead, they would be answered by a center with two or three staff on duty. The center would also have access to dispatch every law enforcement, fire, and medical agency in the County.
- **First Responder Safety:** Consolidation would open the door for Platteville’s first responders to have mobile CAD in their vehicles with access to the same system as all other agencies in the County, improving situational awareness. It would also improve access to dispatch by ensuring redundant radio coverage, whereas a single dispatcher may be occupied with 911 intake or concurrent traffic.
- **Professionalism:** In the consolidated center, most shifts would be filled by a full-time dispatcher rather than the significant part-time staffing used by Platteville. Dispatchers would also have more constant experience from handling a greater number of 911 calls and dispatch events. They may have less direct knowledge of Platteville’s geography, but this can largely be mitigated through existing mapping tools. Resources for training and certification would also be greater in a consolidated scenario.

One potential area of reduced public safety service would be the in-person presence at the Platteville PD lobby. Currently offering 24/7 availability, this may continue or be reduced to a more limited schedule

depending on the City's needs. This would affect the customer service experience of residents visiting the Department in person.

RESILIENCE

Consolidation would centralize PSAP and dispatch functions for the County in a single location, but the two dispatch seats available at Platteville could serve as a capable backup site and a redundant site for servers and infrastructure. As long as the Platteville dispatch center is kept in good condition and its network and infrastructure are maintained, consolidation can improve the resiliency of emergency communications by providing the County with a level of geographic redundancy it currently lacks.