



# SHERIFF'S OFFICE

*DALE K. SCHMIDT, SHERIFF*

05-04-2015

Dear Hartford Council Members

Enclosed are copies of two reports my staff have completed at my request in regards to your resolution. There is an analysis of the same transferred calls, and of the justification for change provided by your Administrator. The analysis was done for my information, but I believe it provides important information for other concerned parties also. I have shared it with the County Board, Towns of Erin and Hartford and the Village of Slinger elected officials. I think it is important for you to have it also.

City of Hartford residents are my constituents as well as yours. The 911 system and emergency dispatching have always been important to me, and I understand the responsibility I have for the answering of wireless 911 calls for the county. It is because of this commitment that I was very disappointed with the process and information leading to your vote on Resolution 3397. While I had no reason to doubt the effectiveness of the current process of answering 911, statements at Council and in the press could lead citizens to believe there are problems when there are not. It is for this reason I had my staff conduct our own analysis. Due to the technology of wireless 911, the unknown nature of call when placed, and the presence of four dispatch centers in the county, wireless 911 is best answered at one location and distributed accordingly. Washington County has performed very well in this role for years and absolutely no information was presented to think otherwise.

As you can see from the reports, there are multiple facets to wireless 911 and the processing of those calls. An important point is that there is no delay as long as the call is being worked on. Someone has to determine location and the needed resources. As long as there is more than one dispatch center in Washington County, transfers will have to take place. It is only during that transfer (one to two rings typically in this data set) that a delay exists. However, having multiple centers answering each others' calls and then transferring to each other is duplicitous at best, and unnecessarily confusing to the point of negligence at worst. The current process, for wireless 911 answering, within the framework of 911 technology and multiple PSAP's, is the most effective and efficient. My position and advice to the County Board is; wireless 911 calls will not be released to other PSAP's.

In closing, some rhetoric from your Administrator is sounding like the Hartford PD is in a competition with the Sheriff's Office. If so, that's unfortunate as this current call answering process seems to already fit perfectly into your Budget Statement of "expand areas of cooperation in order to balance broad community resources." My analysis shows cooperation between, and a balancing of county and city resources for wireless 911 answering.

Sincerely,

Dale K. Schmidt,  
Sheriff



500 N. Schmidt Road, P.O. Box 1986, West Bend, WI 53095-7986  
Phone: (262) 335-4378, Fax: (262) 335-4429