

# Waukesha County Communications Center Biannual Report

January 2026



*Thank you for making an*



*everyday!*

**INTEGRITY TEAMWORK ADAPTABILITY AUTHENTICITY ACCOUNTABILITY RESPECT**

Overview	Center Staffing	Call Taking Data	Agency Call Statistics	Looking Ahead
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- Letter from the Director
- WCC Overview
- Highlights

- 2025 Staffing in Review

- Total Number of Calls
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- Upcoming Projects

# Letter from the Director



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*"Dispatch serves as a vital link in delivering emergency services when it matters most. At WCC, we are committed to providing exceptional service to the agencies we serve and every caller seeking assistance."*

**Gail Goodchild**, DEP Director

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I am pleased to present the first annual operations report for the Waukesha County Communications Center. As the incoming director in 2025, it was important to me to have transparency of the great work done by the staff at WCC. It is my intent to deliver a comprehensive report every year and an abbreviated report mid-year going forward.

2025 was a year of reflection, stabilization and technological enhancements. Having a mindset of continuous improvement, our leadership team is always looking for ways to refine processes to provide greater efficiencies. This past year, several changes were made to our hiring and training programs to ensure we were hiring for the right fit and moving toward a more stable workforce. We emphasized culture by refreshing our values and recognizing employees who show up on the dispatch floor with those values.

Coming into 2025, we had several changes. We welcomed two new supervisors to the leadership team, and I moved into the director's role. By end of the year, we were closer to full staff on the dispatch floor than we have been in a very long time. This allowed us to unpatch areas 3/5 and 1/2 for periods during the day. We continue to evaluate the balance of providing opportunities for our staff to use their benefit time throughout the year, managing our overtime budget and moving law enforcement agencies to unpatched radio talkgroups.

Shortly after the turn of the year, we implemented ESINet. This new call routing environment enables 911 calls to be received over an IP based network. This is the first big step in migrating to NextGen 911. Moving to this system allows for more accurate geolocating of callers and 911 cellular calls to be directly routed to the appropriate Public Safety Answering Point (PSAP). This reduced the number of 911 calls WCC received by

almost 9,000 calls a year that would have previously been answered by WCC and then transferred to other PSAPS in the county. Another piece of technology that was implemented this past year was Aurelian. This is an AI assistant that processes non-emergency calls at the center. All non-emergency calls are then reviewed by a dispatcher and in the case that the caller is having an emergency, the call is immediately transferred to a live dispatcher.

2025 was an impactful year for the center. We look forward to working with our agency partners to continue the great service we provide Waukesha County in 2026.

Respectfully,

*Gail Goodchild*

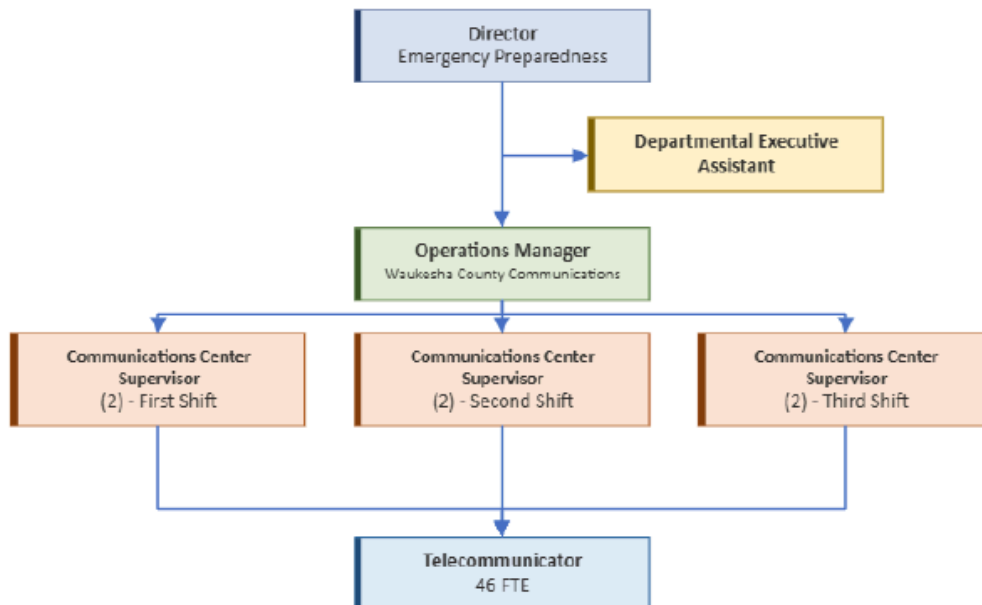
Gail Goodchild, MPA, ENP, WCEM

Director of Emergency Preparedness

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## WCC Overview

### Organizational Structure:



*Vision: Empowering and supporting our people to positively impact our community through innovation and exceptional service.*

WCC provides dispatch services for 20 law enforcement agencies and 17 fire departments in Waukesha County. With the goal of providing exceptional service, we encourage open communication and seek input on policy direction from agency representatives who serve on the police and fire protocol committees. The center is represented on the committee by designated dispatchers, the leadership team and upper management. Protocol committees meet quarterly throughout the year.

In 2025, the center held the first annual update meeting. The intent of this meeting is to update agencies on the status of the center, performance measures, staffing and future projects. This meeting will be offered in May for 2026. All municipal leadership are invited to attend. Announcement of date and agenda will be shared in early April.

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## 2025 Highlights

### ESInet



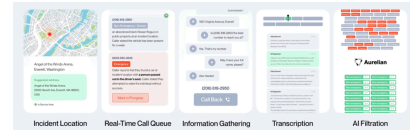
Introduced in April at WCC, ESInet revolutionizes how 911 calls are routed to the PSAP by transitioning from legacy voice-only pathways to IP-based routing. Leveraging location data from smartphones, it enables geographically precise routing of emergency calls to the appropriate PSAPs, bypassing the need for cellular tower triangulation. This IP-based network enhances the resiliency and security of the 911 system through redundant pathways, thereby eliminating single points of failure. Additionally, ESInet facilitates the transmission of multimedia, such as videos and photos, and enables call-sharing with other County PSAPs, minimizing delays from call transfers. Since its implementation, WCC has seen a monthly reduction of approximately 4,200 incoming 911 calls, or 467 calls per month.

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The testing phase for Aurelian, an AI-assisted call handling system for non-emergency calls, commenced in November. Utilizing augmented AI, Aurelian interrogates callers with pre-defined criteria,

gathering essential information for dispatchers who determine appropriate courses of action through an interactive dashboard. It can also provide information to callers via phone or text, effectively deflecting calls that do not require dispatcher intervention. Aurelian's AI capabilities and embedded rules screen calls for potential emergencies, ensuring immediate transfer to a dispatcher if necessary. Dispatchers offer feedback on Aurelian's call handling performance, reviewed weekly with the development team to refine the system continuously. The primary objective of Aurelian is to minimize administrative calls, thereby allowing call takers to concentrate on 911 calls and other critical situations across the County.

## AI Non-emergency Call Handling Solution



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## Values Refresh



Our WCC team conducted a values refresh to ensure the principles that guide our work reflect who we are today and how we operate as a group. By engaging current staff in this process, we're aligned our shared expectations around collaboration, service to the public, accountability, and readiness while putting an emphasize on a positive culture in the workplace. The values we are leaning into are integrity, teamwork, adaptability, authenticity, accountability and teamwork. We recognize staff who demonstrate these values in their work. If you see or hear a WCC team member doing this, let us know so it can be acknowledged!

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# August Flooding



Town of Brookfield

Call Type	Number of Events
Disabled Vehicles	70
Traffic Hazards	78
Fire Service Calls	157
Electrical Hazards	43
Sinking Vehicles	22
Vehicle in the Ditch	7

Call Type	Number of Events
Accident PDO	9
Accident PI	11
Structure Fire	11
Alarm Burglary	34
Fire Alarm	7

Call Types handled from 6:00pm on Saturday until 6:00am on Sunday of the flood.

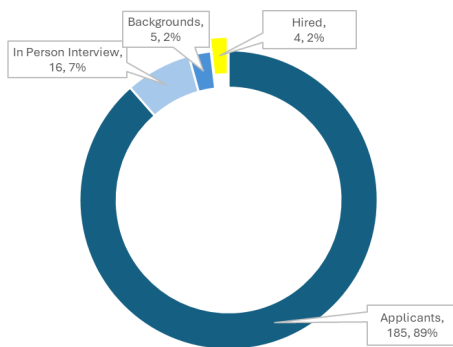
From the evening hours on August 9, 2025 into the following day, Waukesha County experienced a torrential rainfall that resulted in flooding in many communities. This was a historic event not only for community members, but also for our dispatch center. Our telecommunicators fielded 1,144 calls in under 12 hours. 22 of those calls required lifesaving instructions to be provided to callers who were in a vehicle submerged in water needing guidance on evacuating their vehicle.

Being the “first” first responder is a critical role in situations like these. The calm voice of a dispatcher sets the tone on 911 callers to give the callers clear directions on how to take appropriate actions. Dispatchers working that evening were recognized by the Menomonee Falls Fire department at their annual awards ceremony and by State Representative Vining as First Responders of the Year. We are proud of the excellent service our team delivered to our community members and the agencies we dispatch for during this event.

# Center Staffing

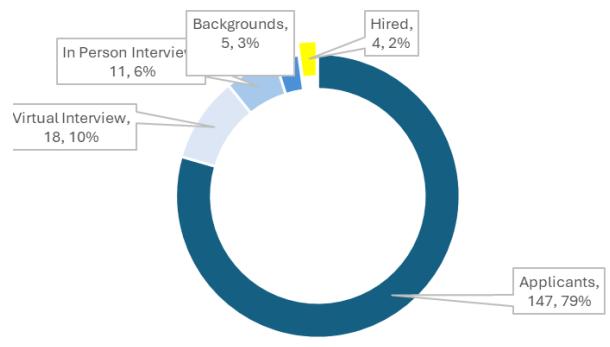
## 2025 Staffing in Review

### Hiring



#### Recruitment - 1

In February 2025, we opened our first recruitment process with a starting rate of \$29.44.



#### Recruitment - 2

In June of 2025, we opened our second recruitment process with a starting rate of \$29.44.

Out of 185 applicants, five received conditional offers and four began employment on April 9, 2025. The fifth applicant did not pass their background check. None of the applicants had prior public safety experience.

During the training program, each trainee completed five weeks of structured classroom instruction before transitioning to several months of hands-on training under the guidance of a Certified Training Officer (CTO) before completing the training program.

One dispatcher completed all requirements and was fully signed off before the second recruitment. Two trainees were released from the program due to insufficient progress, and one trainee resigned for personal reasons.

Following the limited success of the last recruitment cycle, we refined our approach for the next process by implementing a more interactive sit-in experience supported by an online feedback form to gather meaningful input from our dispatchers, as well as transitioning from written questionnaires to virtual interviews conducted by the leadership team.

Out of 147 applicants, four were offered employment and started in September 2025.

Trainees completed five weeks of structured classroom instruction before transitioning to hands-on training with a CTO. All four remain employed and are currently working through their first positions, progressing on schedule toward sign-off.



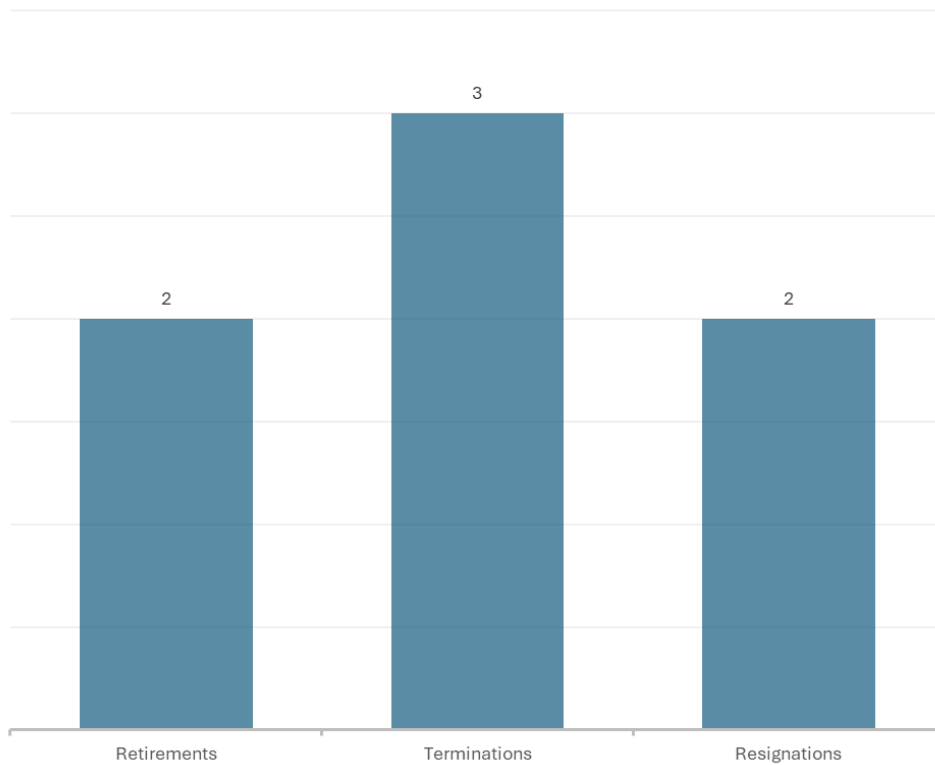
## Retention

In 2025, Waukesha County Communications experienced several departures, retirements, and FMLA-related absences that impacted overall staffing levels. As a result, an earlier recruitment process was initiated at the start of 2026, with a beginning hourly rate of \$30.32.

## Staffing from Start of 2025 to End of 2025

<b>Status</b>	<b>Jan 2025</b>	<b>Dec 2025</b>	<b>Change</b>
<b>FTE</b>	68%	71.4%	+3.4%
<b>Vacancies</b>	16%	12.2%	-3.8%
<b>Part-Time</b>	8%	6.1%	-1.9%
<b>Temp</b>	4%	2%	-2%
<b>Certified</b>	4%	8.2%	+4.2%

## Departures



## Staffing at the End of 2025



### Overview

Waukesha County Communications began the year with 68% of our team at FTE. Staffing challenges were compounded by other leaves such as FMLA, sick leave, vacation time, etc.

As a reflection of our ongoing recruitment processes and continuous training, FTEs rose to 71.4%, vacancies dropped to 12.2%, and our reliance on temporary and part-time staff decreased to 2% and 6.1%, respectively.

These shifts suggest successful recruitment, improved retention, and a more resilient recruitment process, putting our center in a much better position for 2026!

# Call Taking Data

## Total Number of Calls

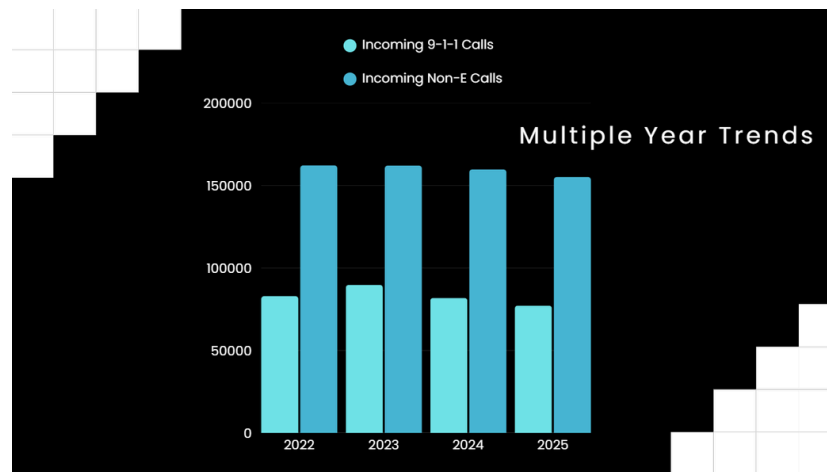
Call Type	Number of Calls
<b>9-1-1 Calls</b>	<b>77,170</b>
Answered 9-1-1 Calls	70,769
Answered 9-1-1 Txt Calls	1,415
Abandoned 9-1-1 Calls	4,985
<b>Non-Emergency Calls</b>	<b>155,109</b>
Answered Non-E Calls	152,784
Abandoned Non-E	2,325
<b>Outbound Calls</b>	<b>64,699</b>

WCC processed a total of 232,279 calls in 2025.

Day	Total of All Calls Answered	Average of All Calls Answered
Sunday	35,503	682.75
Monday	43,619	838.8
Tuesday	44,540	856.5
Wednesday	45,331	855.3
Thursday	43,073	828.3
Friday	45,193	869.1
Saturday	39,719	763.8

Total and average of all calls (911 and nonemergency calls) processed per day.

## Historical Call Data Trends



# Calls Answered by Day

## Calls By Day - Totals

Waukesha County, WI

Start Date: 2025-01-01      End Date: 2025-12-31      Queues: comms-e911

Day	All Calls		Inbound								Outbound	
	Total Calls	Overall			Land Line / Other			Wireless			Total Count	% of all Calls
		Total Answered	Total Abandoned	% of all Calls	Total Answered	Total Abandoned	% of Inbound Calls	Total Answered	Total Abandoned	% of Inbound Calls		
Sunday	9,795	9,239	556	100.0%	1,133	79	12.4%	8,106	477	87.6%	0	0.0%
Monday	10,516	9,826	690	100.0%	1,699	202	18.1%	8,127	488	81.9%	0	0.0%
Tuesday	11,066	10,282	784	100.0%	1,770	214	17.9%	8,512	570	82.1%	0	0.0%
Wednesday	11,191	10,410	781	100.0%	1,685	189	16.7%	8,725	592	83.3%	0	0.0%
Thursday	10,893	10,197	696	100.0%	1,562	176	16.0%	8,635	520	84.0%	0	0.0%
Friday	11,676	10,766	910	100.0%	1,662	357	17.3%	9,104	553	82.7%	0	0.0%
Saturday	10,617	10,049	568	100.0%	1,214	89	12.3%	8,835	479	87.7%	0	0.0%
<b>Total</b>	<b>75,754</b>	<b>70,769</b>	<b>4,985</b>	<b>100.0%</b>	<b>10,725</b>	<b>1,306</b>	<b>15.9%</b>	<b>60,044</b>	<b>3,679</b>	<b>84.1%</b>	<b>0</b>	<b>0.0%</b>

Total 911 Calls Answered and Wireless 911 Calls Answered

# Call Processing Standards

## NENA Standard 020.1-2020

90% of emergency calls be answered within 15 seconds and 99% within 40 seconds to improve response time and dispatch calls in a timely manner.

	Percent Within Standard	Met Standard
Answered within 15 seconds	99.87%	Yes
Answered within 40 seconds	100%	Yes

## APCO Standard 4.6.4.3.1

For Fire and EMS Calls, the call answer to entry time for ECC's of any size shall be within 60 seconds or less 90 percent of the time.

APCO Standard 5.7.3.1.1

For Fire and EMS Calls, the incident entry to call dispatch time for ECC's of any size shall be 90 seconds or less 90 percent of the time.

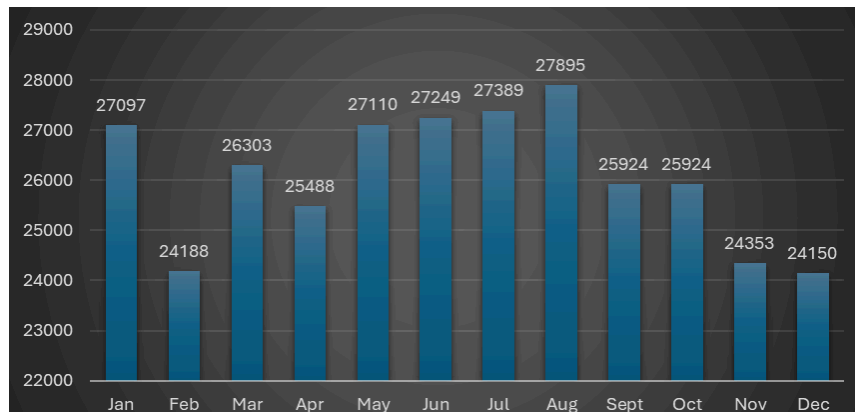
	<b>Percent of Calls Entered within 60 Seconds</b>	<b>Percent of Calls Dispatched in 90 Seconds</b>	<b>Met Standard</b>
Fire Calls	98%	92%	Yes
EMS Calls	98%	96%	Yes

# Agency Call Statistics

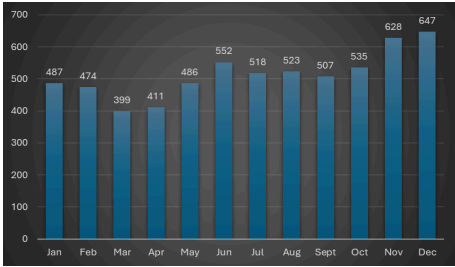
## Law Enforcement Data

All calls created in CAD, not including Fire/EMS calls, generate an event number, known as a P Number. The data below includes the total number of events created, along with data specific to certain call types. The following data includes the entirety of 2025.

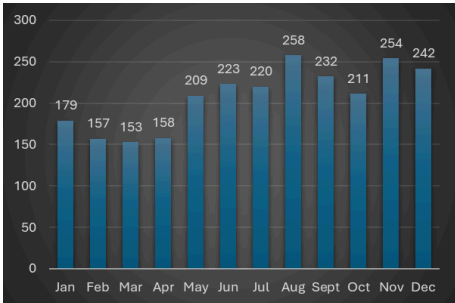
### Calls Per Month



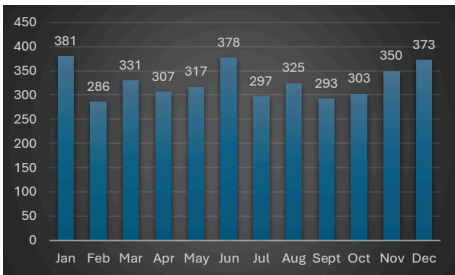
# Call Types Created Per Month



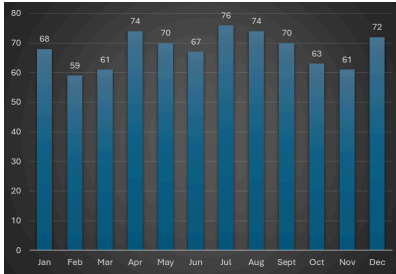
Accidents with Property Damage Only



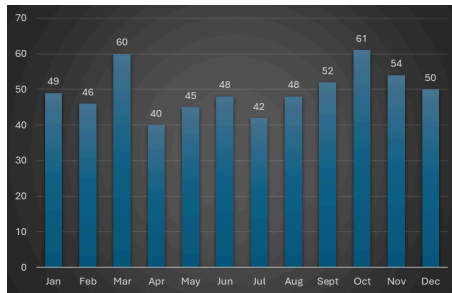
Accidents with Injury



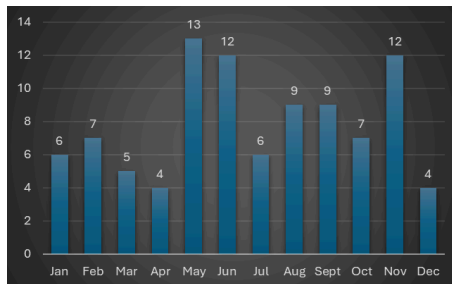
Burglary Alarms



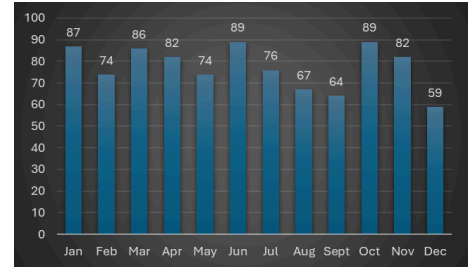
Domestic Situations



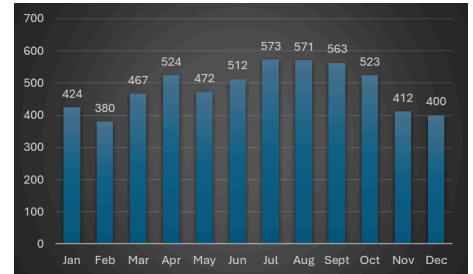
Drugs



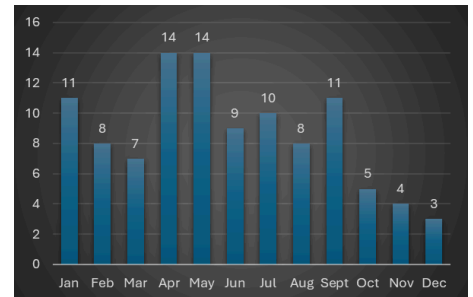
Fights



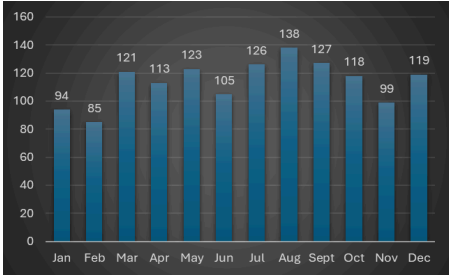
OAWI



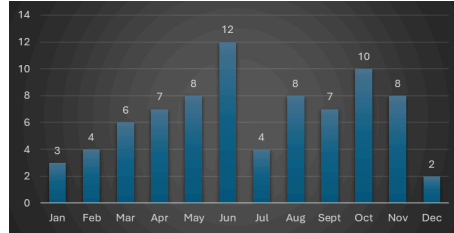
Phone Messages



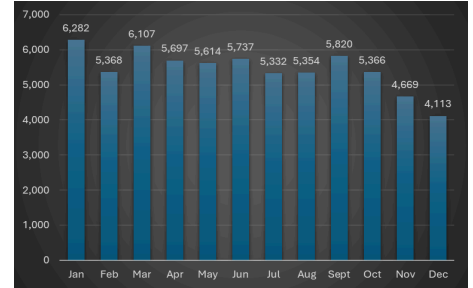
Pursuits



Disorderly Conduct



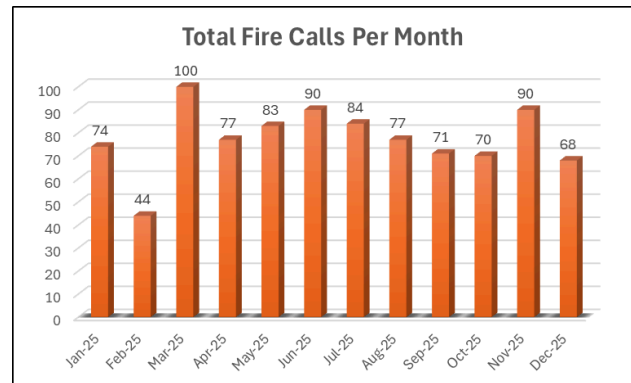
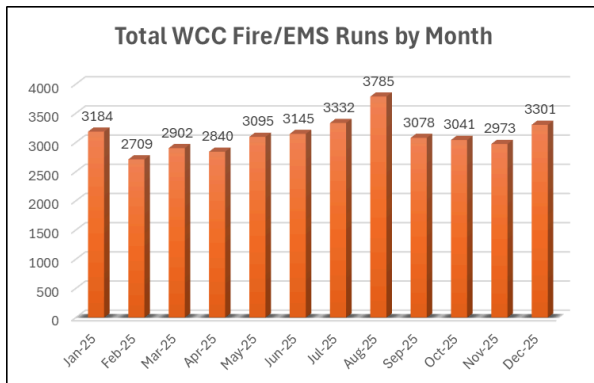
Man with Gun



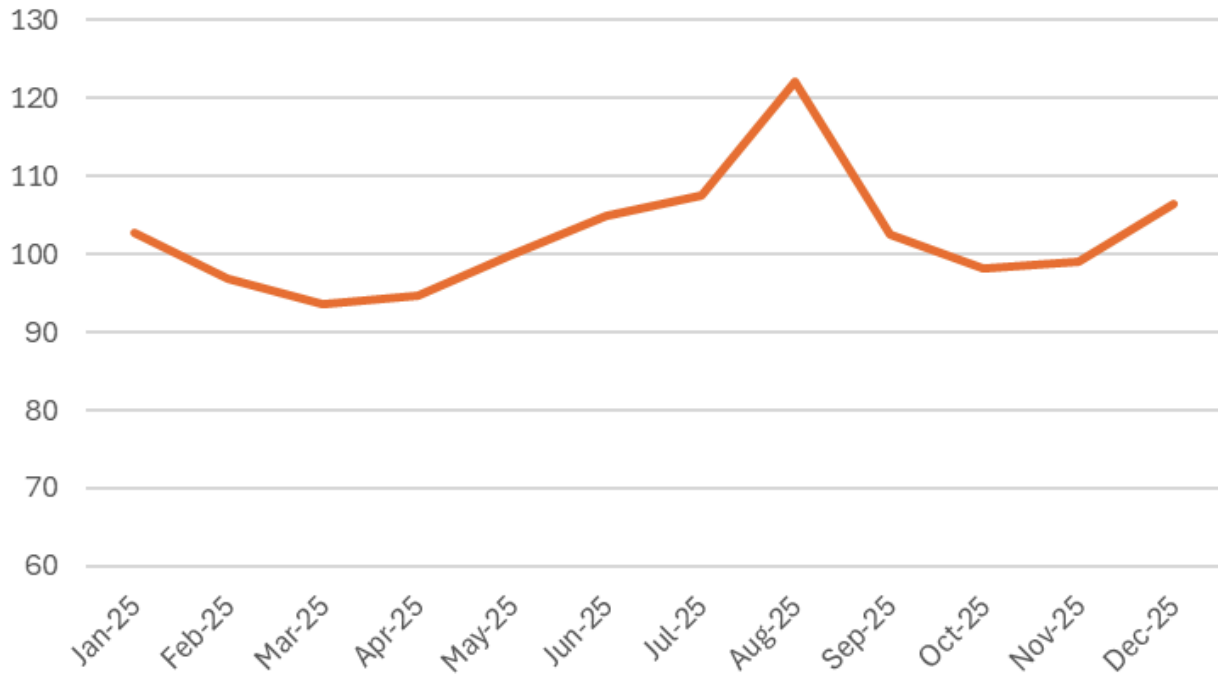
Traffic Stops

## Fire and EMS Data

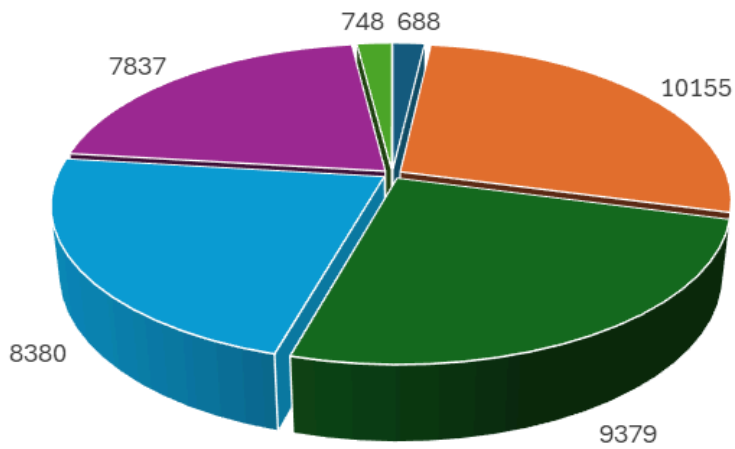
### Calls Per Month



### Average Fire/EMS Calls Per Day



### Calls by Acuity Level



- Omega
- Alpha
- Bravo
- Charlie
- Delta
- Echo

# Quality Assurance Scores

WCC contracts with Priority Dispatch to randomly select and review approximately 68 Emergency Fire Dispatch (EFD) and 84 Emergency Medical Dispatch (EMD) cases a month. The review scores the call taker on their compliance to the International Academy of Emergency Dispatch EFD and EMD protocols.

## Agency Performance Benchmark

Selected Discipline: EMD

Agency: Waukesha County Communications

Date Range: 1/1/2025 ... 12/31/2025

	Percent	Number of Cases
High Compliance	34%	309
Compliant	42%	380
Partial Compliance	12%	110
Low Compliance	4%	37
Non-Compliant	8%	75
<b>Totals</b>	<b>100%</b>	<b>911</b>

█ - Indicates Accreditation Level

Percentage of Deviations	Critical	Major	Moderate	Minor
Case Entry	0.07%	0.69%	1.04%	7.34%
Chief Complaint	1.10%	0.99%	1.08%	0.22%
Key Questions	0.01%	0.21%	1.04%	2.40%
Final Coding	2.52%	1.10%	0.00%	0.00%
Dispatch Life Support	1.10%	3.46%	4.11%	8.09%
Customer Service	0.00%	0.00%	0.00%	0.17%
<b>Total Accreditation Acceptance</b>	<b>0.41%</b>	<b>0.84%</b>	<b>1.29%</b>	<b>2.75%</b>

These accreditation standards relate to the following:

ED-Q Performance Standards – Edition 10

**EMD:** The reports from the reviews, as shown above in red, detail the percentage of major, moderate and minor errors that exceed allowable accreditation levels.






For EMD, Dispatch Life Support instructions fell below the accreditation standard in the major, moderate and minor deviation categories. Case entry was scored poorly in the minor category. Overall, average of scores in all categories were above the standard for Emergency Medical Dispatch calls.


### Agency Performance Benchmark

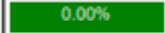
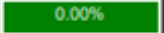

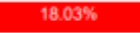
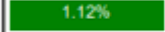
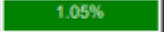
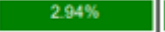
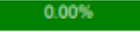
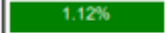

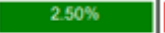

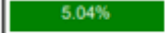
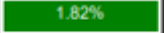
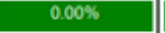
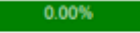
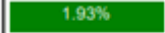



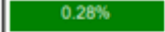
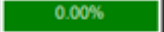
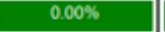
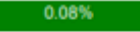

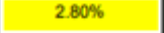
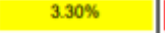

Selected Discipline: EFD

Agency: Waukesha County Communications

Date Range: 1/1/2025 ... 12/31/2025

	Percent	Number of Cases
High Compliance	 19%	136
Compliant	 36%	255
Partial Compliance	 12%	87
Low Compliance	 9%	62
Non-Compliant	 24%	174
<b>Totals</b>	100%	714

 - Indicates Accreditation Level

Percentage of Deviations	Critical	Major	Moderate	Minor
Case Entry	 0.00%	 0.00%	 7.82%	 18.03%
Chief Complaint	 1.12%	 1.05%	 2.94%	 0.00%
Key Questions	 1.12%	 2.81%	 2.50%	 6.30%
Final Coding	 5.04%	 1.82%	 0.00%	 0.00%
Dispatch Life Support	 1.93%	 6.44%	 5.66%	 10.23%
Customer Service	 0.28%	 0.00%	 0.00%	 0.08%
Total Accreditation Acceptance	 1.38%	 2.80%	 3.30%	 5.16%

These accreditation standards relate to the following:

ED-Q Performance Standards – Edition 10

**EFD:** Minor, Moderate and Major errors were noted in Dispatch Life Support instructions. Moderate and Minor errors can be seen in case entry and Minor errors seen in key questions. Overall, in the Total Accreditation Acceptance, Minor deviations were noted. In 2026, the leadership team is putting an emphasize on improving EFD and EMD compliance.

# Hands on Chest CPR Times



## CPR COMPRESSIONS REPORT Compressions (Panel C11)



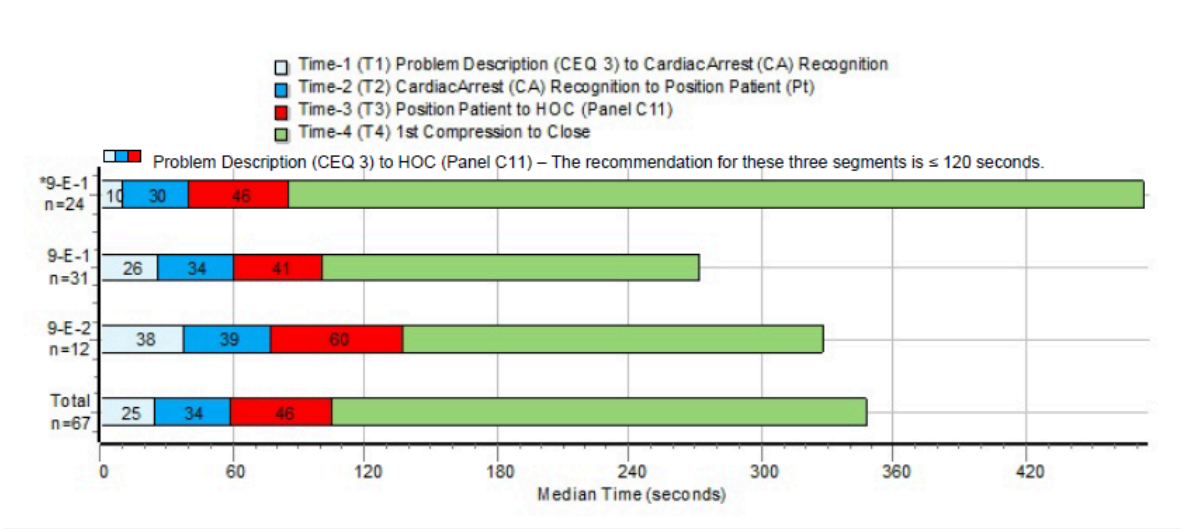
### Non-barrier Cases

Agency:

Total: 22,545  
Excluded: 494  
Analysed: 22,051  
Hands-on-Chest: 67

Version: 5.1.1.50 †  
Logic Version: 14.0.222 †  
Date Range: 1/1/2025 ... 12/31/2025  
Medical Director Option: Compressions 1st

The accuracy of this report relies heavily on dispatcher compliance and on the removal or filtering of all test cases.



Det Code	Cases	**T1	**T2	**T3	T1 thru T3	**T4	T4 %
*9-E-1	24	10	30	46	86	387	81%
9-E-1	31	26	34	41	101	171	62%
9-E-2	12	38	39	60	137	191	58%
Total	67	25	34	46	105	242	69%

All dispatchers are trained and certified as Emergency Medical Dispatchers. They provide CPR instructions to callers over the phone in the event a cardiac arrest is identified and is viable for life saving measures. This diagram demonstrates how long it took to identify the cardiac arrest, provide instructions to the caller to position the patient for CPR and to start compressions or to have hands on chest (HOC). The goal is to complete these steps within 120 seconds.

# Looking Ahead

2025 was a positive year that allowed us to reset, focus on staffing and to start looking to the future. 2026 will keep us busy with many projects including a dispatch console radio replacement, dispatch furniture update and starting to look at a new phone system for 2027. The CAD update has already taken place earlier this year. That was a significant project for our PSSA team. We will continue putting time and energy into hiring and training to keep us close if not at full staffing. As we wrap up our strategic plan early in 2026, we know technology will continue to shape our future. If we continue down the current path, we know a bright future is in front of us.

## Contact Us

For further information, please reach out to us at [wcc@waukeshacounty.gov](mailto:wcc@waukeshacounty.gov).

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