

June 9, 2006

County Executive Daniel P. Vrakas  
Waukesha County Administration Center  
1320 Pewaukee Road, Room 320  
Waukesha, WI 53188

RE: Waukesha County Communications Center

Dear Mr. Vrakas:

The Waukesha County Action Network (WCAN) is focusing on the Waukesha County Communications Center (WCC) because of its importance in the provision of public protection and emergency services to the businesses and citizens of Waukesha County. An efficient and dependable emergency and dispatch system is vital to the security of our region.

WCAN has met with the management of the WCC to better understand the consolidated dispatch system and to tour the two-year old facility. We met with all of the communities which operate public safety answering points (PSAPs) along with officials from the City of Brookfield, the largest urban area utilizing the services of WCC. After conducting these interviews it was WCAN which in September of 2005, supported a national study of the WCC be conducted by the Association of Public-Safety Communications Officials (APCO). Our review of the completed study along with additional observations and recommendations are enclosed.

Based on the APCO study and our observations, we believe it is fortunate that not all the communities joined the WCC when it was initially formed. As pointed out in the APCO study, large regional dispatch centers predictably experience growing pains. Those pains in this case, would have been compounded if more communities had joined as the system was converted from dispatching for the various towns and the Sheriff's Department to the new regional center. The fact that the City of Brookfield joined the WCC, however, created a great opportunity for the WCC to experience the dispatching needs of a highly urbanized area.

We urge the County to immediately move forward to implement the APCO recommendations and the items we have presented. WCAN stands ready to help facilitate in any way possible with the process of bringing all the necessary parties together to make the WCC a success story for our region.

Very truly yours,



Margaret Farrow  
Board President