

**City of Waukesha**

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Committee: Information Technology Board	Date:
Common Council Item Number: #25-00541	Date: 2025-04-02
Submitted By: Chris Pofahl	City Administrator Approval: Rebecca Pederson
Finance Department Review: Joseph P. Ciarro	City Attorney's Office Review: Brian Running
Subject: Discussion and recommendation to approve renewing the ATT contract for phone services.	

Details:**Background**

Before the remodel, the Police Department relied on analog telephone lines (Admin Lines/Non-Emergency Lines) for:

- Public calls to the Dispatch Center for non-emergency situations.
- Dispatchers making outgoing calls for 911 hang-ups.
- Fire alarm companies notifying dispatch about testing or false alarms.

Transition to Digital

During the remodel, a decision was made to convert these analog lines to digital to reduce costs, as analog lines were becoming increasingly expensive. The plan involved:

1. Using Mitel to forward the Admin Lines to the AT&T/Intrado phone system.
2. Connecting both systems using a special network cable due to their separate infrastructures.

Ongoing Issues

Since implementing this setup, there have been frequent and critical problems, including:

- Admin lines unable to make external calls, requiring intervention from Mitel.
- Phone lines randomly failing, forcing dispatch to forward calls to cell phones.
- Poor call quality, where callers sound garbled or "underwater."
- Intermittent fast busy signals when trying to call back 911 hang-ups, sometimes requiring up to 30+ attempts before getting an outside line.
- Lack of accountability, with AT&T, Mitel, and Intrado unable to coordinate effectively, leading to delays in resolving issues.

Proposed Solution: A Dedicated Circuit

To eliminate these problems, the best course of action is to separate the Dispatch Center's system and establish a dedicated AT&T circuit for 911 operations. This would:

- Bypass Mitel completely, connecting directly to the AT&T/Intrado system.
- Ensure reliability by keeping all components under one vendor (AT&T).

- Simplify troubleshooting, reducing downtime and finger-pointing between providers.
- Enhance public safety, as a person's life is invaluable, making reliability the top priority.

Conclusion

While the dedicated circuit is slightly more expensive, the benefits of consistent service, reduced downtime, and efficient problem resolution make it the right decision for dispatch operations. Moving forward with this solution is critical to ensuring effective emergency response and public safety.

Options & Alternatives:

N/A

Financial Remarks:

The additional circuit needed at the Police Department will increase the monthly billing by \$398, bringing the total monthly bill to \$2165.10. This solution is still less expensive than the old analog lines prior to the remodel of the PD.

Executive Recommendation:

Approve the AT&T contract