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## **COUNTY OF DANE**

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FOR IMMEDIATE RELEASE 12-18-08  
Issuing Department: Public Safety Communications  
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Available at: [dane911.com](http://dane911.com)

### **911 Center Press Statement: Communicator Equipment**

"Through several interviews with the dispatcher and reviews of other calls handled the day of the incident, the 911 Center investigation found the equipment worked properly. As reflected in recently released documents, the dispatcher did not raise questions or concerns about equipment during any of the three interviews with 911 management investigating the incident.

The Center installed a brand-new half-million dollar telephone system in 2006 and new connections were installed in consoles in 2002. After careful examination in April, neither was determined to have affected the call-taker's performance with the incident.

The new phone system installed in 2006 allowed the 911 Center to receive caller ID and caller location for wireless calls. The new computerized phone system also provides dispatchers and communicators "touch-screen" access to caller information.

The 911 Center offers communicators and dispatchers six different models of professional headsets. Dispatchers and communicators choose which models to use depending on which style (over the ear, in the ear, etc) that best suits them. The 911 Center purchases professional headsets from a supplier called "Call 1." A complete headset costs nearly \$250.00.

Communicator headsets are replaced upon requests of communicators when they are deemed in need of repair. Replacement headsets and components are available 24 hours a day to all dispatchers and communicators. 911 Center Management is not aware of any such request from the call-taker prior to or after the incident".