

20 25

Impact Report

LA CROSSE COUNTY
PUBLIC SAFETY
COMMUNICATIONS



**Kent Stein, Director of Public
Safety Communications**



LA CROSSE COUNTY

Keeping La Crosse County Safe

MESSAGE FROM THE DIRECTOR



When someone calls 911, they are looking for more than an answer. They need a calm voice, accurate information, and a connection to the right help. That responsibility belongs to the people of La Crosse County Public Safety Communications, every hour of every day. I am proud to lead a team whose work supports residents, visitors, and the responders who serve our communities.

In 2025, our monthly reports recorded 34,694 emergency 911 calls, a 9.1% increase over 2024. Those calls represent only part of the work. Our employees also manage non-emergency telephone traffic, coordinate radio communications, document incidents and provide continuing support as

situations develop. Behind each number is a person needing assistance and a communications professional working to help.

We also invested in the tools our employees need. Aurelian AVA began handling non-emergency calls in May 2025, and our Solacom telephone hardware refresh was completed. Investments in dispatch workstations and communications systems continued, while a state PSAP grant awarded in 2025 provided support for additional modernization. These projects are not technology for its own sake. Their purpose is to give skilled employees better tools and preserve their attention for work that requires human judgment.

That work continued in 2026. We completed our transition to the Next Generation 911 emergency services network on March 31 and brought new Motorola AXS radio consoles into service on August 19. APCO International presented our center with its 2026 Technology Leadership Award for a small agency, recognizing technology projects and accomplishments across 2025 and 2026. That recognition belongs to our employees and the partners who help make these improvements possible.

Our next priorities put people at the center of modernization. We are building a more structured onboarding and training program that combines classroom instruction, realistic simulation, and close observation. We are working toward AI-assisted quality review of every 911 call, with human oversight, so lessons can reach new and experienced employees sooner. We also intend to use timely identification of high-intensity calls to support staff after difficult work, not simply evaluate performance.

Implementation of Aurelian CORA remains underway, with the goal of bringing live transcription, translation, and context-based prompts to the dispatcher's work. At the same time, recruiting and qualifying more employees is essential to restoring sustainable staffing. New tools can support our people; they cannot replace the staffing, coaching, and experience we need.

I thank our communications team, County leadership, the County Board, and our public safety partners for their continued commitment. Our direction is clear: dependable service today, thoughtful improvement for tomorrow, and a workplace where employees have the preparation and support to do this demanding job well.

Kent Stein, Director of Public Safety Communications

608-785-9860

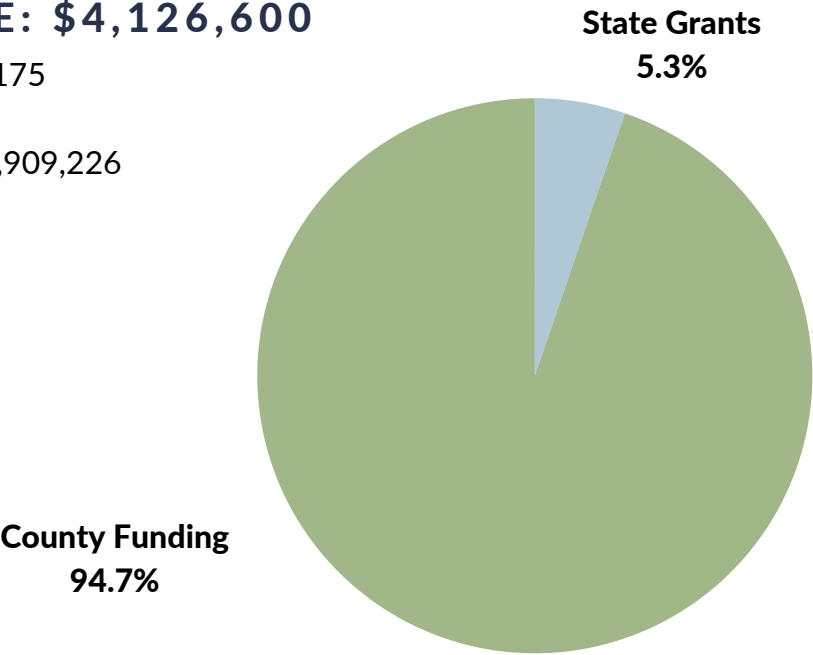
kstein@lacrossecounty.org

Department Finances

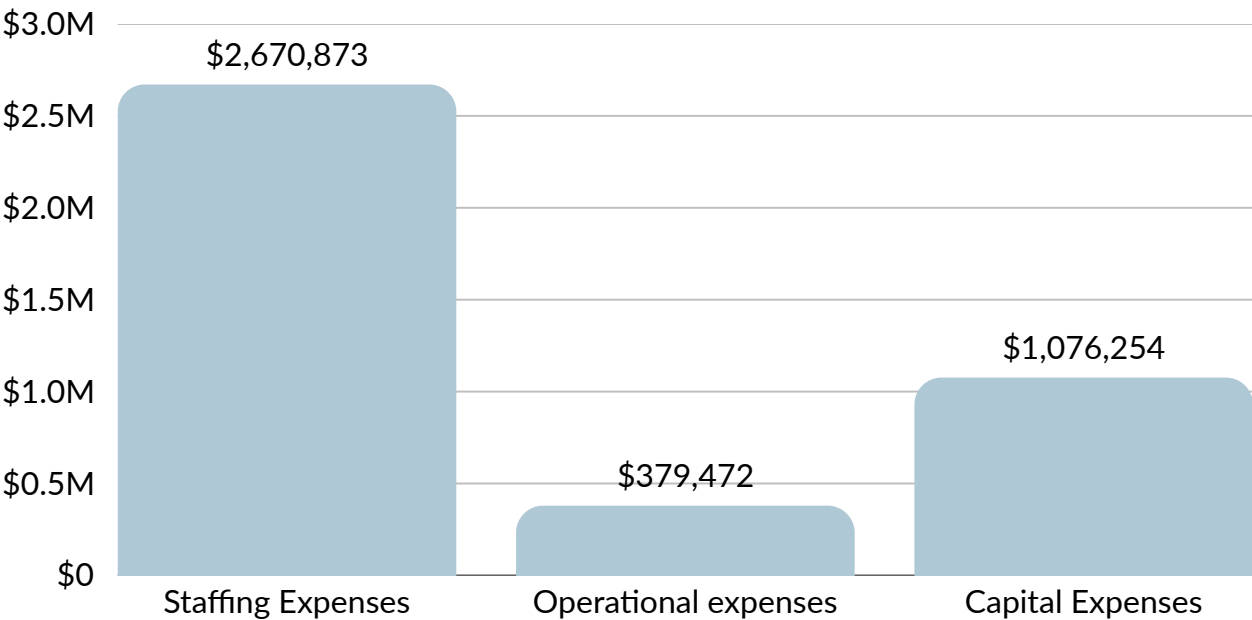
FACTS AND FIGURES

2025 REVENUE: \$4,126,600

- State Grants: \$217,175
- Dispatch Fee: \$199
- County Funding: \$3,909,226



2025 EXPENSES (CAPITAL AND OPERATIONAL)



34,694

Emergency 911 Calls
Recorded in 2025

23

Employees on Staff as
of December 31, 2025

\$768,171

State PSAP Grant Funding
Awarded in 2025 for FY26
Project

Inside Public Safety Communications

Public Safety Communications is the County’s primary, **consolidated 911 center**. Employees provide around-the-clock initial call handling and dispatch for law enforcement, fire, and first-responder agencies throughout La Crosse County. The work continues throughout the daytime, evening, and overnight coverage, including weekends and holidays.

When a request comes in, a communications specialist establishes the location, gathers relevant information, documents the incident, and helps coordinate the **appropriate response**. The center’s computer-aided dispatch system supports that documentation and coordination. The responsibility continues after responders are sent: employees monitor radio traffic, relay changing information, track activity, and support responder safety.

Medical calls require coordinated service between centers. County PSC handles the initial call and first-responder dispatch, while Emplify Health Ambulance Service provides emergency medical dispatch and ambulance or air-ambulance coordination. Each organization has a distinct role in connecting the caller with care.

Our Team at Year End 2025

Role	Employees
Director of Public Safety Communications	1
Public Safety Communications Operations Supervisor	1
Public Safety Communications Supervisors	5
Public Safety Communications Specialists	16
Total Employees - December 31, 2025	23



2025 Highlights

EMERGENCY CALL DEMAND INCREASE

The center recorded 34,694 emergency 911 calls in 2025—2,896 more than in 2024. That is a 9.1% increase, averaging approximately 95 emergency calls each day, in addition to the center's other telephone and dispatch responsibilities.

AI ASSISTED NON EMERGENCY CALL HANDLING

Aurelian AVA went live on May 5, 2025. The service handles routine non-emergency calls and provides a path to a dispatcher when human assistance is needed, supporting staff attention to emergency calls and radio communications

911 TELEPHONE PLATFORM REFRESH

The Solacom hardware refresh was successfully completed in 2025. This renewed the equipment supporting the center's telephone services; it is separate from the mobile PSAP capability added through the subsequent grant project.

DISPATCH WORKPLACE INVESTMENT

The County recorded \$189,880.66 in dispatch-console furniture purchases during 2025, alongside related carpet and dispatch-center remodeling work. These investments addressed the physical work environment where employees handle telephone, radio, and incident-management duties.

ADVANCED DISPATCH SYSTEM MODERNIZATION

Capital records document continued investment in the transition from Vision to Inform CAD and Mobile, including interfaces and training services. Computer-aided dispatch is the information system supporting incident documentation and coordination with responding agencies.

SECURED STATE SUPPORT FOR MODERNIZATION

The County accepted a FY26 PSAP grant in November 2025 with \$768,170.71 in state funding and an \$85,352.30 local match. The original \$853,523.01 project budget supported radio-console modernization and mobile 911 capability across a multiyear grant period.

The department's technology projects and accomplishments across 2025 and 2026 received national recognition with APCO International's 2026 **Technology Leadership Award – Small Agency**.

2025 By the Numbers

Emergency 911 call volume increased in 2025, even as the monthly reports recorded a decline in overall telephone traffic. The center logged 34,694 emergency 911 calls, up 9.1% from 2024. July was the busiest 911 month in 2025, with 3,638 calls.

2024 VS. 2025

Activity	2024	2025	Difference
911 Emergency Telephone Calls	31,798	34,694	+2,896
Average 911 Calls Per Day	86.9	95.1	+8.2
Incoming Telephone Calls	147,902	129,208	+18,694
Outgoing Telephone Calls	42,611	46,991	+4,380
Total Telephone Calls: Incoming + Outgoing	190,513	176,199	-14,314

2026 UPDATE: JANUARY 1 - AUGUST 31 ONLY

Comparable Measure	Jan - Aug 2025	Jan - Aug 2026	Change
Emergency 911 Calls	22,944	23,828	+884 (3.9%)

The eight months reported for 2026 show 81,317 incoming and 30,176 outgoing calls: 111,493 total telephone calls under the workbook’s definitions. These figures are not full-year projections.

MISSION

As a core public service of La Crosse County, we deliver the emergency communications services our community needs by providing trusted 24/7 call-taking and dispatch that connects every person to the right help—quickly, accurately, and compassionately—coordinating law enforcement, fire, and EMS response.

VISION

To be one of La Crosse County’s strongest public services: a nationally respected, high performing communications center—trusted by the community and indispensable to responders—known for service excellence, data-driven decisions, and exceptional communication.

2026 Progress Update

NATIONAL RECOGNITION FOR 2025–2026 ACCOMPLISHMENTS

APCO International presented La Crosse County 911 with its 2026 Technology Leadership Award – Small Agency. The award recognizes technology projects and accomplishments spanning 2025 and 2026, as well as the employees and partners behind that modernization work.

NEXT GENERATION 911 CONNECTION COMPLETED

The center successfully moved to the NG911 Emergency Services IP Network on March 31, 2026. This completed a major transition in the network carrying emergency calls to the center.

NEW RADIO CONSOLES IN SERVICE

Motorola AXS consoles successfully entered production on August 19, 2026. The replacement provides the dispatcher's radio interface for communicating with responding agencies.

MOBILE 911 CAPABILITY AVAILABLE

Three Solacom Guardian mobile PSAP positions were configured and operational in March 2026, according to the quarterly report. The Director confirms that the units are available but have not been deployed. Availability is a continuity capability, not a claim of an actual field activation.

TRAINING AND EMPLOYEE DEVELOPMENT

The center began using ThisGen911 for training in 2026 and moved a supervisor into a full-time training program coordinator role to develop an onboarding academy and a structured training pathway. A communications employee was also promoted to supervisor. Two staff members have trained as tactical dispatchers, supporting development of a program with area law enforcement and first-responder agencies.

NON-EMERGENCY AUTOMATION AND EMERGENCY-CALL SUPPORT

As of this update, the department estimates that AVA handles approximately 60% of total incoming call volume through its non-emergency role. That is not a claim that AI handles 60% of 911 emergencies. Aurelian CORA implementation began in 2026 and remains underway; its intended role is to assist employees during emergency call-taking and dispatch.



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Looking Forward

2027 PRIORITIES

1. Build an excellent, structured **training program**. Continue developing the onboarding academy and combine AI-supported simulation, classroom instruction, and close trainer observation. The goal is to help new employees progress to full qualification more efficiently without lowering performance standards. Training should identify gaps early and give employees consistent coaching and clear expectations.
2. Work toward **quality review** of every 911 call. Implement ThisGen911's AI-assisted quality assurance workflow with the objective of screening 100% of incoming 911 calls and directing human review where needed. Use findings to improve onboarding and experienced-employee skills. Include timely follow-up after high-stress calls, supported by human judgment, appropriate privacy protections, and staff-support resources.
3. Complete and evaluate **CORA implementation**. Bring live transcription, live translation, and context-based prompting into the dispatcher's workflow. The intended benefits are more accurate information capture and more efficient call-taking and dispatch. Implementation should include employee training, validation, and human oversight; these benefits remain goals rather than demonstrated local performance results.
4. Rebuild **sustainable staffing**. Increase recruitment, hiring, and successful training completions so the center can return to sustainable staffing levels. Coordinate hiring with instructor capacity and qualification milestones. Success means adding employees who can perform independently and supporting their retention—not simply increasing the number of people hired.

COMMITTEE

Judiciary and Law Committee (2026)

Grant Mathu (Chair)
Emily Anderson (Vice Chair)
Dennis Jacobsen
Monica Kruse
David Pierce



LA CROSSE COUNTY
Exceptional services. Extraordinary place.