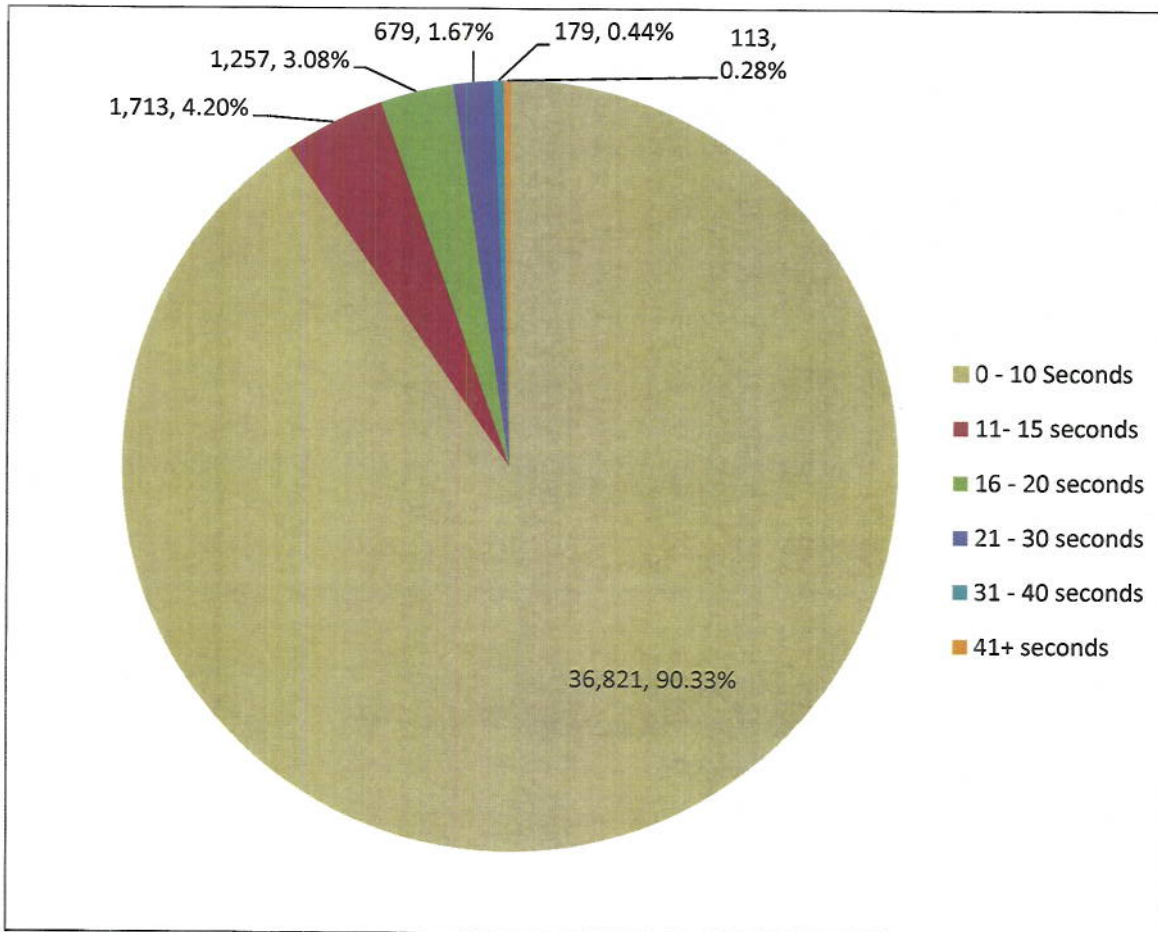


Quarterly Report (CY '15, Q1) to the
Public Protection and Judiciary Committee
Regarding
Public Safety Communications
April 21, 2015

Performance Measures:

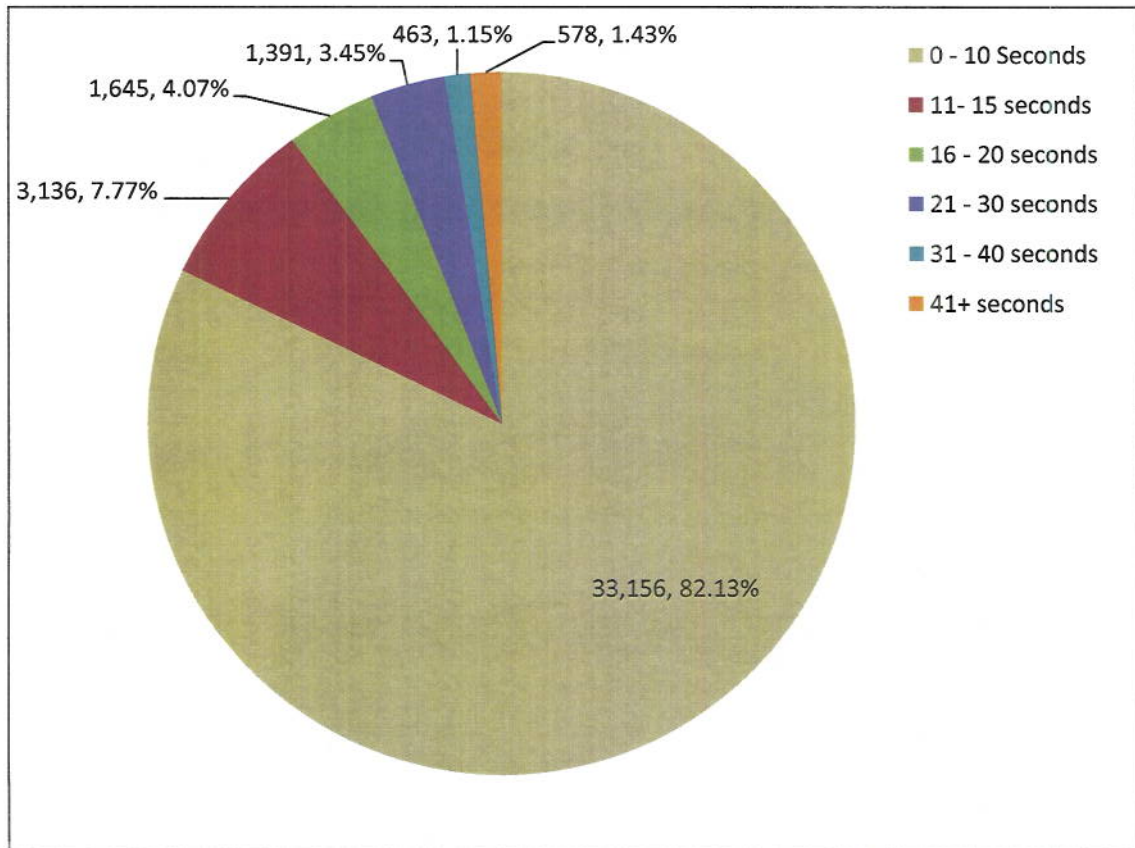
Q1 – 2015
Answer Times; ACD (Incoming & Abandoned)



- Total Calls – 40,762
- Abandoned Rate – 11.15% (4,531)
 - 89.98% (4,077) with in 0-15 seconds
- Average Answer Time – 00:00:06
- Average Talk Time – 00:02:28

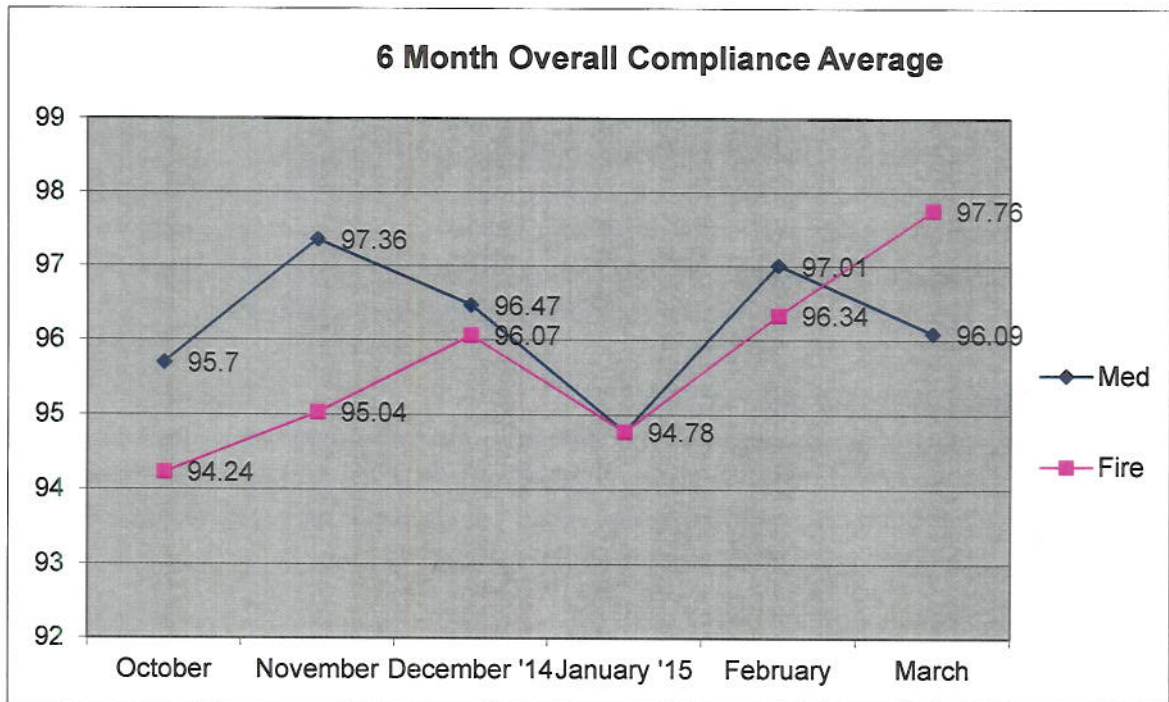
NFPA standard is 95% answered in 15 seconds or less

Q1 – 2014
Answer Times; ACD (Incoming & Abandoned)



- **Total Calls – 40,369**
- **Abandoned Rate –12.04% (4,861)**
 - **81.90% (3,981) with in 0-15 seconds**
- **Average Answer Time – 00:00:08**
- **Average Talk Time – 00:02:52**

Quality Assurance scores:



A change in QA procedures effective May 1 will have Supervisors performing QA on law enforcement calls. Because Supervisors routinely monitor calls live (listening in via telephone) the ability to note compliance with procedures will be more efficient and should allow the department to meet/exceed QA goals. This change is also expected to allow for the review of more than 100 each of Medical & Fire calls.

Process times for pre-alerted calls

Median time saved for (356; about 20% of all fire calls) that are pre-alerted: 57 seconds
(time saved is the amount of subsequent time the call-taker is in ProQA)

Median process time (call receipt to time of dispatch): 1min 11 sec

Percentile meeting NFPA standard (80% in 60 sec or less): 35th

Operations:

Communicator Staffing (as of April 20, 2015)

- 100%+ (of budgeted levels)
- We are currently 7 over budget (attrition of just 1 in the last 5 or months)

Forced Answer feature (new convention: un-bolded font is from prior report; bolded is new this report)

- PSC will begin a pilot (this month) wherein 9-1-1 calls will go directly to call-takers who are logged in as “ready”, instead of call-takers needing to manually select the answer “button” on the computer. This feature is common in commercial call centers and not uncommon in PSAPs.
- This feature should further reduce the average call answer time, assure the meeting of the NFPA answer time standard, and, perhaps, reduce abandon calls.
- PSC personnel were introduced to this change at the Jan 5-9 in-service sessions.
- **On “hold” after making technical adjustments and testing.**

SOGs (standard operating guidelines)

- SOGs continue to be produced and implemented, primarily for LE calls due to the absence of the Emergency Police Dispatch (EPD) protocols; they are displayed as a job aid on the CAD screens when a related call type is opened by the call-taker. **Currently, 15 SOGs exist in CAD.**

Noteworthy events

- **A list of these events/highlights can be seen on our Facebook page.**

Complaints

2015 Q1					
15-1	1/12	MPD	Bad Location / Communications Error	Partly sustained/Partly Exonerated	Training
15-2	1/22	MHFD	Location Error	Sustained	Training/Discipline/Technology
15-5	4/12	CMEMS	Location Error/Wrong Code	Partly sustained/Partly Exonerated	The location error was partly due to wrong ALI/ANI – The case was reviewed and did receive the proper code

(15-3 was a non-complaint and 15-4 was a “test” entry)

Quarterly Training Update

- **Class 2015-1**
 - 7 of 8 trainees are “signed off” and working independently. All trainees remain employees.
- **Class 2015-2**
 - This February class is all intact (8 trainees); they have completed classroom training and are now doing OJT on the Ops floor.

- **In-Service Training**
 - All Operations Division employees attended a 4 hour in-service the week of April 6th. In-service topics included managing callers with emotional disorders, “warm zone” management (PD assisting EMS in the aftermath of an active assailant scene), DCSO “Care Trak” program, and operational updates on Fire/EMS processes.
- **Cross Training**
 - Due to the excellent work of our training cadre and supervisors, we’ve been able to maintain our cross-training despite having new hires in OJT, and several new dispatchers have been certified, while 2 more remain in training.

Technology:

Computer-aided Dispatch (CAD)

- **Trouble tickets down to 51**, compared to 61 in mid-February.
- **Meetings continue to be held with TriTech support staff;**
 - Weekly meetings with customer service manager and technologist, primarily regarding the “top 10”. For example, slower-than-specified screen painting/popping continues to occur, more often than users are comfortable with.
 - Bi-weekly meetings with the VP of Customer Service on items that remain concerns but are outside the wheelhouse of the weekly meetings.
 - **Update: COO and VP of Customer Support visiting later this week to discuss performance issues.**
- Satisfaction with the product remains fairly high among field users, and, more and more PSC users are becoming comfortable with the software...but not enough for us to stop pushing for continuous improvement of the software.
- We continue to request and receive the latest versions/updates in order to garner as many of the software updates/improvements that we can.

Radio

- Dane County staff (PSC and Corporation Counsel) have concluded contract amendment negotiations with Harris Corporation regarding an expansion to the system requested by DaneCom users. These efforts were set in motion last fall in response to requests from the Executive Boards of the Police, Fire, and EMS Chiefs’ Associations...asking for more in-building and paging coverage, and, if possible, enhanced analog tactical capabilities. The contract amendment delivers on all three of those requests. Additionally, and aside from the contract amendment, we are about to finish another paging coverage enhancement by placing a new transmitter on the Rockdale (county-owned) tower that will provide better coverage in the SE portion of the county. **UPDATE: the Rockdale paging addition has been completed and the results have been gratifying.**

- The contract amendment has been unanimously approved by the Public Protection and Judiciary Committee and likewise by the Personnel and Finance Committee. It is scheduled to be considered by the full County Board on March 26th. If approved, and it appears it will be, it will provide another \$6.75M of expansions for the DaneCom system. All capital expenses will be covered by the County, as will the operations and maintenance costs for the expansions. **UPDATE: The County Board did not consider the contract amendment on March 26th. It is reported that the County Board wants to be confident municipalities are “on board” with the new expansions and are willing to pay for operations and maintenance costs (for the existing part of the system) before committing to the capital and operations and maintenance payments for the expansions.**
- Their continues to be discussion and consideration of phasing-in the implementation. That decision should be made by about mid-May after a more thorough analysis is completed by Harris Corporation and the PSC team with assistance from the consulting engineering firm Federal Engineering. One determining factor on the schedule continues to be whether we will need to build new towers or will be able to use existing towers...new towers would take longer to complete and will stretch the schedule more than the use of existing towers. Final completion, worst case, appears to be late in 2016. **UPDATE: It is unlikely a “phasing in” will occur.**

Objectives: (all addressed/met in the proposed contract amendment)

- Improve coverage of the daily-use system (P25 trunked radio system) into “thicker” (than houses) buildings in as many incorporated areas as possible without compromising the countywide coverage for portable and mobile radios.
- Bolster coverage of the paging sub-system in areas reporting troubles (e.g. Cambridge, Deerfield, and Stoughton).
- Enhance the analog tactical sub-system at the request of Police, Fire, and EMS Associations.
- Finalize the mutual aid sub-system.
- New hardware and software (the latest versions) added in light of delays in implementation...to ensure we have the most modern installation available.
- A full suite of channels will be ensured with the addition of Federal government frequencies (allows for the P25 channels 9 and 10 and provides for the 2 analog-tactical channels requested by the user community).
- **UPDATE: All aforementioned “BULLETS” are intact.**

Miscellaneous:

Public Safety Communications Advisory Commission (PSCAC)

- The inaugural meeting of the PSCAC occurred on December 17th. Although the meeting was being viewed as an organizational meeting and election of officers was listed on the agenda, none were selected.
- The next meeting is tentatively schedule for mid-March and will include election of officers, a DaneCom update (and possible discussion on phasing the implementation), and an update on pre-alerting.

- The 10 member Commission includes:
 - A/C Laura Laurenzi representing the EMS Association,
 - Division Chief Tim Mrowiec for the MFD Chief,
 - Chief Craig Sherven for DCCOPA,
 - Chief Aaron Harris for DCFCA,
 - Captain Richard Bach for the MPD Chief,
 - Jeff Hook for the Sheriff,
 - Dave Nachreiner for the Madison Radio Shop,
 - Fred lausly for the LIO,
 - Paul Kronberger as the Madison CIO,
 - Marvin Klang as County CIO.
- **A mid-March meeting was held.**
 - **No nominations for Chair nor Vice Chair.**
 - **Informal consensus was arrived at indicating quarterly meetings would be acceptable.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE

