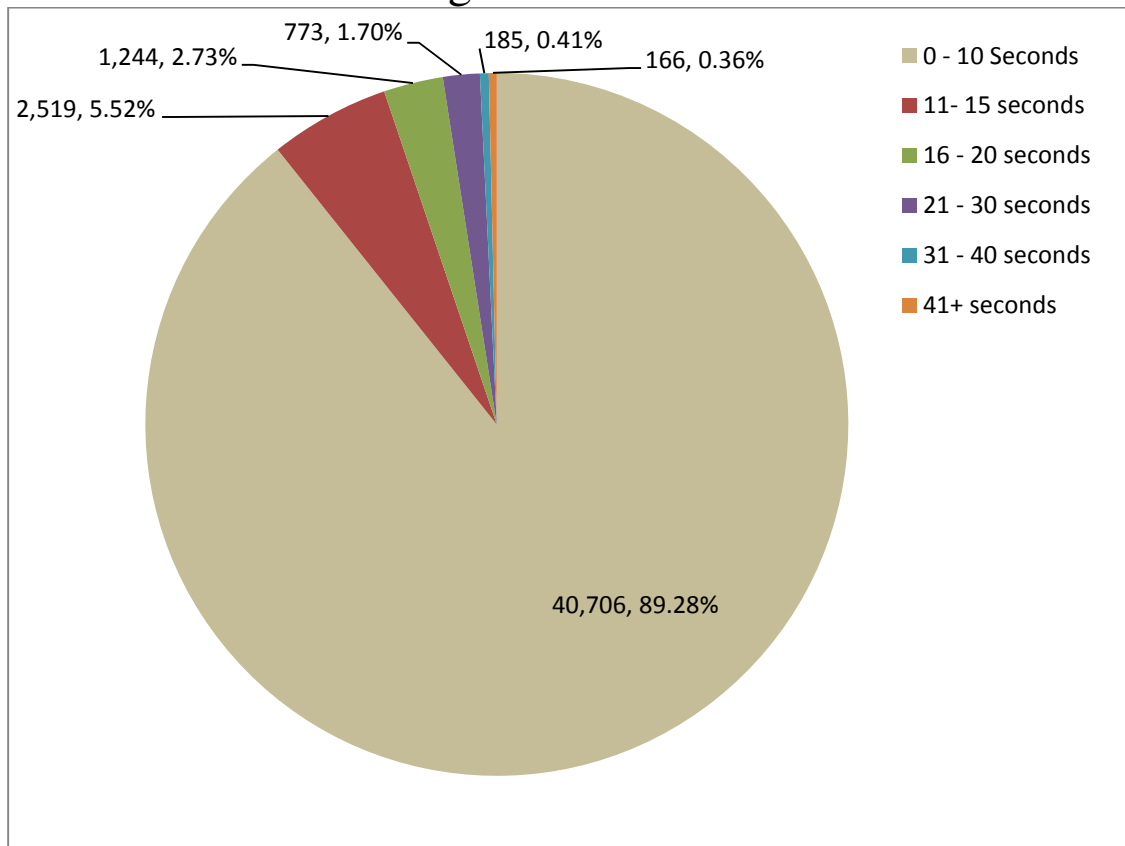


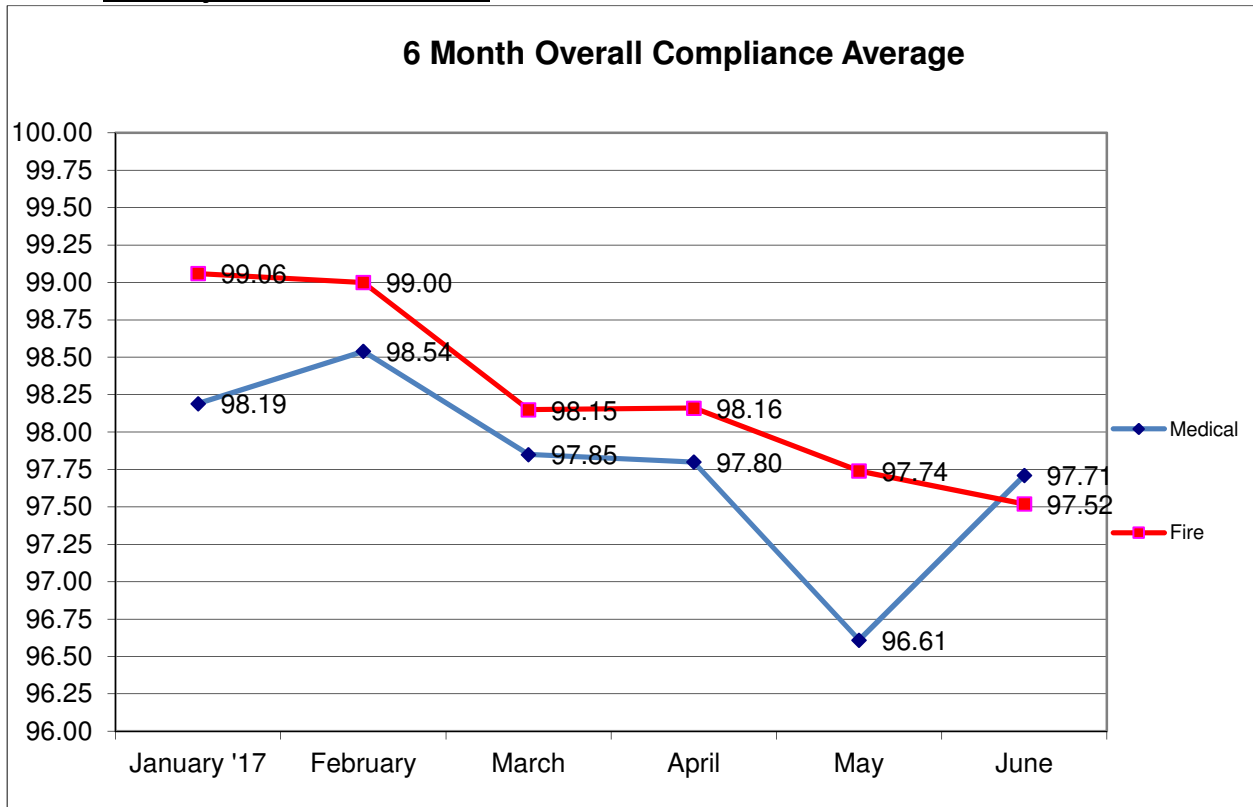
Quarterly Report (CY '17, Q2) to the
Public Protection and Judiciary Committee
Public Safety Communications
(written) August 18, 2017

Q2 – 2017
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls



- **Total Calls – 45,593**
- **Abandoned Rate -- 9.85% (or 4,491)**
 - **89.11% (or 4,002) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:02:25**

Quality Assurance scores



Incident processing time (call receipt to dispatch) for Fire and EMS incidents:

Q2 – 2017 **Fire Calls** Goal (NFPA) for fire calls is 90% in 64 seconds
2,084 Calls *More calls due to spring storms*

0:01:02 AVERAGE
 0:00:50 MEDIAN
 0:01:48 90%
 0:01:04 70%

Q1 – 2017 **EMS Calls** Goal (NFPA) for EMS calls is 90% in 90 seconds
8,814 Calls

0:00:55 AVERAGE
 0:00:48 MEDIAN
 0:01:28 90%

(Reminder: in the following sections, where **bold** and plain font are found together, **bolded information is new and** un-bolded is from previous reports and meant to provide context)

Operations:

Communicator Staffing (as of August, 2017)

- With the advent of the '17 budget changes, we will be able to pre-hire up to 4.
 - The first class of 2017 began on January 9th and was comprised of 7 trainees. **All 7 are certified and with us.**
 - **One full-timer has gone to half-timer and 3 have attrited since last report; now 2.5 FTE under the 69 FTE full staffing (or 6.5 under the augmentation provided by pre-hires and half-timers)**
 - **The next class should start in October. Targeting 7 trainees.**
 - A 0.5 Clerk position will be posted this month...position is designed to take care of record requests (from the public and from D.A./attorneys, etc.). **New employee starts in early August. Natalie Bruere has started; we like her and I think she likes us.**
 - **A new Supervisor will be selected soon (solicitation, both internal and external, is complete) to replace Chris Lyons, who is now a Deputy Director of a 9-1-1 Center in IL.**
- **Noteworthy events**
 - **Sun Prairie Police Chief Anhalt in June wrote to recognize Public Safety IT Specialist Zach Kroll's attitude, communications, flexibility and expertise during the police department's migration to TriTech CAD.**
 - **On 4/6/17 several communicators were recognized by MPD for combined efforts in helping locate a developmentally disabled adult who had walked away from a group home.**
 - **On 4/11/17 Communicator Becky O. was recognized by an MPD Sgt. for her efforts in the case of a suicidal person.**
 - **On 4/15/17 Communicator Brianne H. was recognized by MFD for her interaction with a child caller on a very challenging medical call.**

Complaints and Compliments

2017 Q2 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
17-2	4/3/17	MPD	Improper warrant validation led to arresting the wrong person	Founded	Failure to follow proper procedure.
17-3	4/5/17	Citizen	Poor Customer Service	Founded	Communicator failed to meet service expectations.
17-4	6/7/17	Citizen	Poor Customer Service	Unfounded	Communicator met expectations.

- On 4/17/17 Communicator Allison H. was recognized by an MPD Sgt. for her handling of a foot pursuit.
- On 4/19/17 Communicator Michelle N. was recognized by MPD for her role handling of a foot pursuit.
- On 4/17/17 Communicators Eric M., Jared M. and Robert H. were recognized by MHFD for their roles in an EMS incident.
- On 4/28/17 Communicator Brenna G. was recognized by DCSO Sgt. Alsaker as his 'favorite Dispatcher', noting in part, *"She doesn't have to ask people to repeat stuff..., her voice is level and clear, and she is concise..."*
- On 5/3/17 a citizen contacted PSC to thank Communicator Derrick F. for providing excellent customer service during an EMS incident that was occurring in another state, noting in part, *"dispatcher was very calming when I requested that he somehow contact Garland Texas dispatch to send someone out to my father's house. He asked me all the appropriate questions and was very reassuring. He worked his magic in a matter of minutes."*
- On 5/18/17 an MPD Officer passed on thanks for a citizen related to Communicator Katie M.'s handling of a domestic disturbance call.
- On 5/27/17 Numerous PSC staff were recognized for their combined efforts during a large disturbance on the grounds of the AEC during Brat Fest.
- On 4/29/17 Communicators Hannah T. and Eric V. and Communications Supervisor Candy K. were recognized and thanked for their work as Incident Dispatchers during the Mifflin St. Block Party on 4/29.
- On 6/4/17 Communicator Jeremiah C. was recognized for his work with a suicidal caller, probably saving his life.
- On 6/16/17 PSIT Zach K. was recognized by SNPD Chief Anhalt for his efforts in transitioning SNPD to Tri-Tech CAD and Mobile. Chief Anhalt specifically mentioned Zach's professionalism, communications, expertise, willingness, flexibility, availability and troubleshooting skills.

Quarterly Training Update

Cross training,

6 Call Taking

*No other 'cross training' was completed due to call taker OJT training.

Technology:

Computer-aided Dispatch (CAD)

- **The fourth anniversary of the TriTech CAD go-live occurred this past quarter.**
- Customer service VP and Service Manager are due to meet with us in May to (hopefully, begin to) address our concerns. **This meeting, like some others, did not happen. Maintenance is again in transition with a new staff-level TriTech service person. Our feeling is they may be holding back or otherwise**

impotent due to the fact the Settlement Agreement is undergoing an Amendment due to lack of delivery of some things specified in the original.

- Sun Prairie has joined us on the TriTech InformCAD platform, with only minor adjustments being made. Monona will be next, probably still in this first half of the year. **SP complete. Monona scheduled for August. Oregon and Brooklyn PDs appear likely to come in 2018 to TriTech mobile as they migrate from the MPD New World consortium's platform and begin using Spillman records management.**
- The "ASAP to PSAP" interface that will allow commercial alarms to arrive directly in front of radio dispatchers, bypassing a voice telephone call, is nearing completion and should also be working 1H17. **ASAP went "live" on July 6th, but with only 1 alarm company on the system so far. Much more activity will be happening when ADT joins (end of August) and others are added in the future.**

Radio

- Remaining Coverage Acceptance Testing began on May 1, and is expected to complete yet this month. Successful testing and completion of some punch list items should allow final payments to Harris for the DaneCom project. We continue to communicate with stakeholders, receiving inbound trouble reports and sharing outbound updates like our other shared IT projects. **Coverage tests were successful and only one deliverable remains; only a final payment now is owed to Harris once the inter-sub-system interface (ISSI) is completed with the City of Madison. The Harris project manager/team is now transitioning to the service team (good, not great, first impression of the service/monitoring processes)**
- July 19th brought a large storm and technical challenges to the system and the system largely overcame those challenges. The evening busyness far exceeded anything up to this point in time. Technical challenges included apparent wind and lightning damage to the CCB, and utility power out at several sites – two of them for almost two days. System resiliency features including a microwave loop and generators kept things running such that the users shouldn't have noticed any of it. Some of the City of Fitchburg-added components (locally funded and not built to the reliability of DaneCom) had some user-affecting failures.

Phone System

- We are working with Purchasing and Solacom to route a contract (RES-496) that should reach the full Board on May 18th with cutover in September. **K completed; kick-off activities have occurred. The Solacom team looks solid. Equipment arrived the week of August 7th. The contracted cutover is actually in October.**

- Motion 50 was passed unanimously by the State's Joint Finance Committee calling for building of the Emergency Services IP Network (ESInet) that will provide the new network that is the foundation of NG9-1-1 (saving the county ~\$97K/month). The ESInet is not likely to be available until at least well into 2018.
- The East District Campus is now functional as our one and only back-up site (and will continue to provide a venue for some training and surge operations, if/when necessary). The EDC needs several items completed or changed, both for PSC and other tenants, but our move was a combination of the EDC exceeding capabilities of former locations as-is, and the loss of other space that competed with delays in EDC completion.
- Text to 9-1-1 is still working (low volume of calls) in an interim fashion (low tech) and will be enhanced with the new system. Ultimate solution is with the ESInet that we're hoping the State will help finance. **The Solacom solution will include text-2-911.**

Cybersecurity

- PSC is coordinating with Information Management and Purchasing as IM selects a consultant to work on countywide security improvements. PSC expects to hire the same vendor to do some quicker, and more specific to the department work.

Geographic Information Systems (GIS)

- PSC and our CAD system rely heavily (location, location, location) on GIS information and a number of entities and moving parts that includes cities, villages, towns and County agencies. We don't always receive current information as fast as we need it and are continuing to address this.

FirstNet (Nationwide Public Safety Broadband)

- PSC staff participated in statewide efforts to consider the AT&T proposal and add comments that might inform the Governor when it comes time for the state to join the nationwide effort or substitute its own compatible piece.
- This network is expected to improve data speed, coverage, capacity and priority.
- Public safety grade, or mission-critical push-to-talk functionality on such a cell phone sort of network remains in the distant future.
- 12 states have opted into the FirstNet system at the time of this writing.

Public Safety Communications Advisory Commission (PSCAC)

- Quarterly meetings continue. Commission met on July 12th.

2020 Vision Plan (this quarter's verbal report will focus on "Processes")

- The 2020 report has been vetted and is now essentially complete. The most likely increase scenario for staffing/salary calls for **(details left off this version since the specifics have been in previous reports)**
 - 4 more Communicators in 2017 for dispatching a second Sheriff/suburban channel to reduce ratio saturation. Deferred; ...
 - Adding 1 Technical Services Division technologist staffer ...
 - Adding OT budget to account for the reality ...
 - Adding \$110K of OT for roll calls (for mini-training sessions and updates ...
 - An OT study has commenced with DOA assistance; it will be studied side by side with the staffing study mentioned below.
- A new venue is discussed thoroughly in the 2020 report.
- The engineering portion (what I am referring to as Phase 2) of this (staffing/space) study may be deferred due to the busyness of the Public Works staff. However, Phase 1 (the needs assessment to determine if growth is needed) will hopefully be able to be accomplished in '17. Informal, internal staffing calculations are being developed in conjunction with the 2020 plan update. **Space enhancements/expansions are effectively off the docket for at least 2018 due to higher capital funding priorities.**
- Peer Support... **...the team is still tweaking the SOP.**
- Mentoring (to bolster the EXCEL Supervisor prep program)...is also being pursued as a complementary program to the CTO (trainers) and Peer Support program. **Proposal from a Supervisor/Communicator team is being finalized.**

Consolidations

Monona Fire dispatch was taken over by PSC on the morning of January 9th. A "virtual consolidation" of sorts was accomplished on 4/11 when Sun Prairie PD began use of the TriTech CAD and mobile applications. It and the impending Monona conversion to TriTech CAD reduces the chances of full, physical consolidation with those 2 municipalities. **The transition and on-going operations have been smooth.**

"Accelerated Learning"

The PSC management team spent many hours in 2016 assessing risk and developing a list of things that pose possible threats to the PSC operations (and thus public safety). As a result, we have begun an initiative to combat a handful of the top 10 risks which included; "too infrequent training", "not learning from experience", et cetera. The initiative involves 4 teams of managers and supervisors with an eye toward improvement and thus reduced risk of operational problems. **Progress has been slower than desired, but is inching along. Summer operations (and vacations) have slowed the progress and thus perhaps this initiative may be continued into the fall months.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE