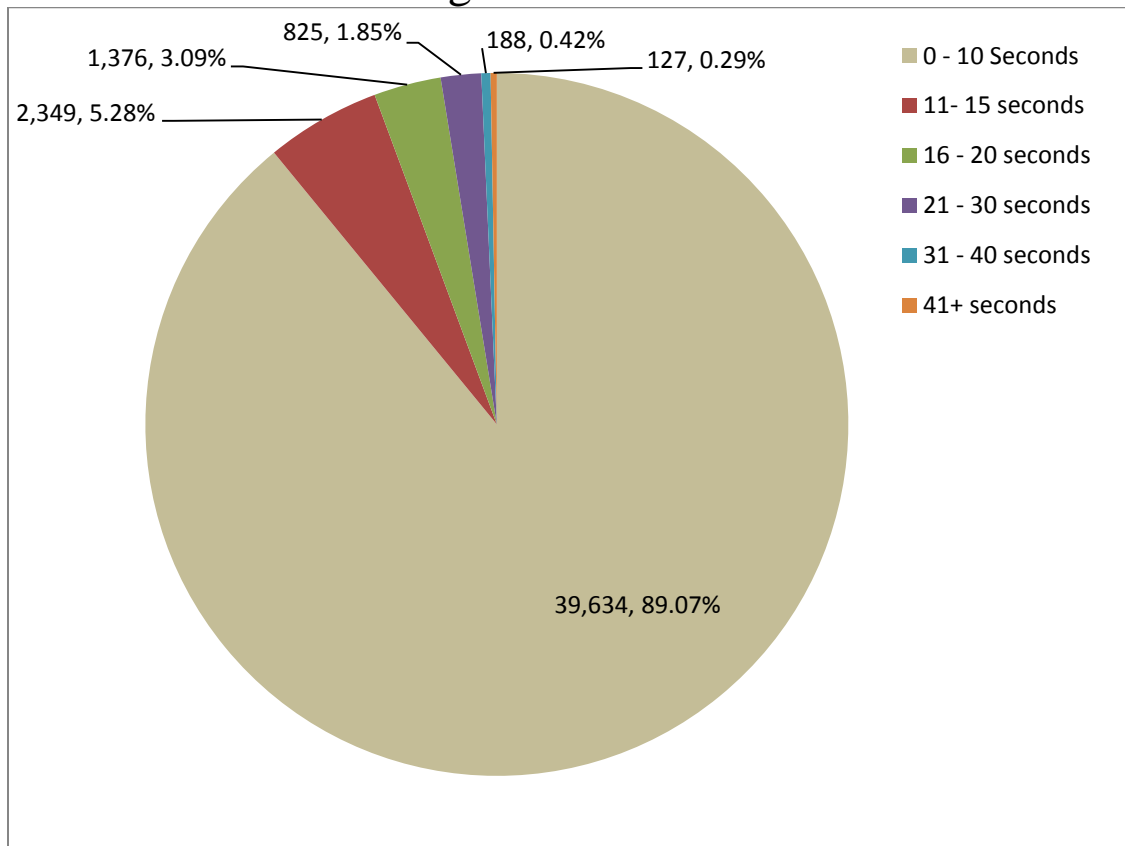
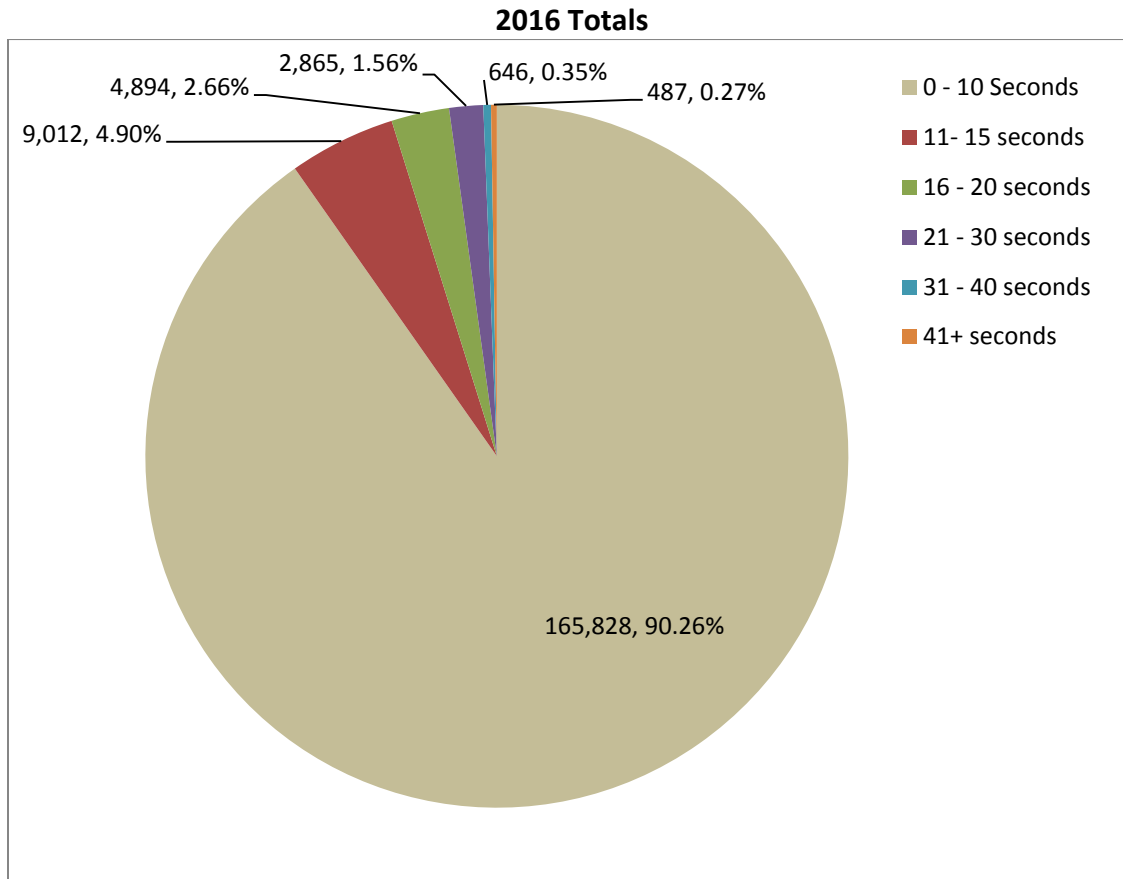


Quarterly Report (CY '16, Q4) to the  
Public Protection and Judiciary Committee  
Public Safety Communications  
February 17, 2017

**Q4 – 2016**  
**9-1-1 Answer Times**  
Automatic Call Distribution (ACD)  
Incoming & Abandoned calls

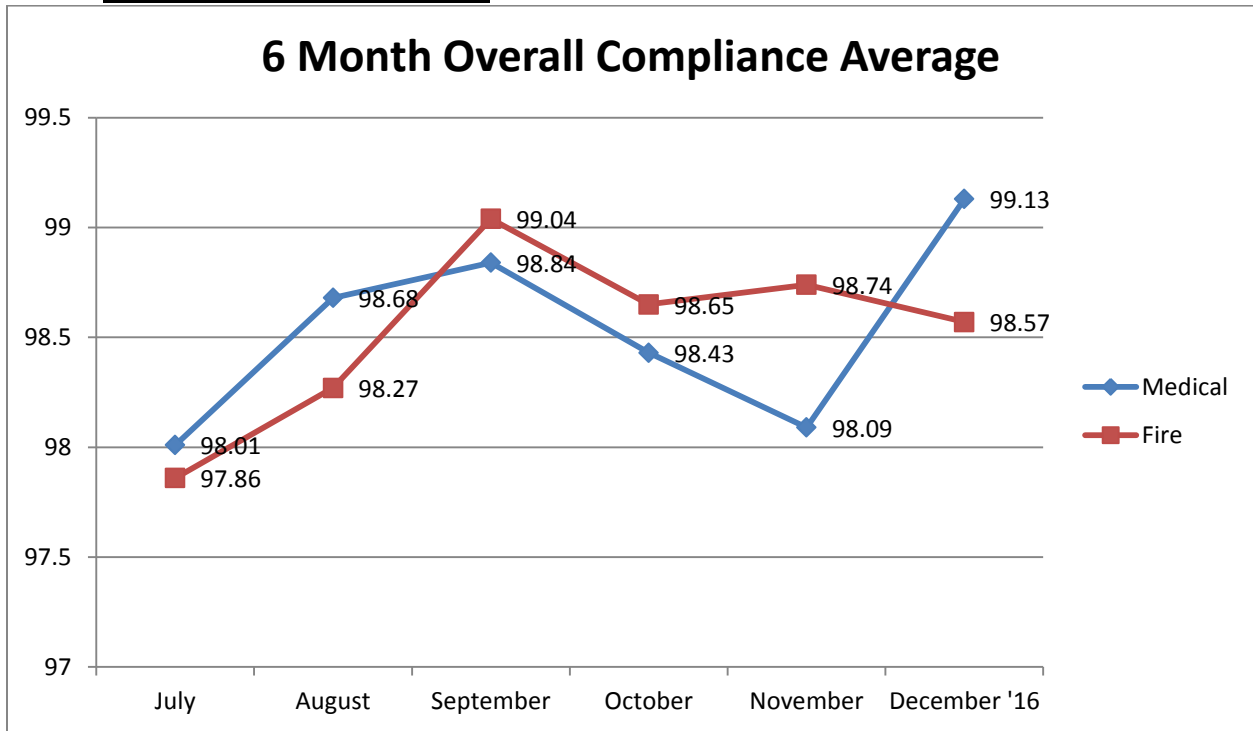


- **Total Calls – 44,499**
- **Abandoned Rate -- 10.81% (or 4,811)**
  - **89.13% (or 4,288) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:02:22**



- **Total Calls – 183,732**
- **Abandoned Rate -- 10.64% (or 19,540)**
  - **90.74% (or 17,731) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:02:19**

## Quality Assurance scores



## Pre-Alerting Notes

Benchmark for '16 is 90% in 64 seconds; a tightening from NFPA from the 80/60 in '15 and prior. **EMS standard called for by NFPA is 90% in 90 Seconds.**

<b>Q4-2016 FIRE CALLS (City &amp; County)</b>		<b>EMS Calls (City &amp; County)12/5/16-YTD '17</b>	
<b>2,015 Calls</b>		<b>3,040</b>	
<b>Average: 00:58</b>		<b>00:55</b>	
<b>Median: 00:49</b>		<b>00:47</b>	
<b>90%: 01:35</b>		<b>01:28 (Goal)</b>	
<b>73%: 01:04 (Goal)</b>			

The EMS Association voted unanimously on Nov 16<sup>th</sup> to adopt pre-alerting for EMS calls after viewing the results of the MFD/PSC trial to pre-alert MFD EMS calls (showing an average 1 minute reduction in process time). Pre-alerting for all EMS agencies will begin the morning of Dec 5<sup>th</sup>.

(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:

### Text to 911

- The new phone system, to be installed in about 6 months, will have direct (SMS) delivery of texts rather than via a web browser. It is expected this method will be much better and appropriate for mission-critical texts. (The current, web-based system includes an ability to bounce a message back to someone texting 9-1-1 if connectivity to the communications center cannot be assured.)

### Communicator Staffing ( as of January 10, 2017)

- The second 2016 class (5 persons) finished classroom training on October 7<sup>th</sup> and are now in the OJT phase. One of them has been released from employment. With them included, the staffing is at the -1 level compared to budget-authorized strength. **A second trainee was released on 1/10/17 due to a lack of ability to become authorized to work independently.**
- With the advent of the '17 budget changes, we will be able to pre-hire up to 4 (rather than 8 such as in the last 2 years). However, the other 4 pre-hires (previously authorized, but now budgeted as 0.5 (part-time) FTE) will be hired from existing staff. They will not need training via the classroom if taken from within our current staff (or from those who were very recently employed).
- **The first class of 2017 began on January 9<sup>th</sup> and was comprised of 7 trainees.**
- **Given the resignation of 2 other Communicators, the overall strength is now +5 compared to budgeted levels. Thus far, we have not hired any part-time employees, but have reached out to 3 recent resignees; hopeful and encouraged that 2 of them appear to be interested in part-time work (they are currently maintaining their skills by working as LTEs).**

Noteworthy events (complete update needed...perhaps use Kirstin's preps for the EMS banquet as a cross-check...and don't forget the birth of our Communicator's wife's daughter).

- **On 10/2/16 Communicator Katie M. answered/processed a call from out of state reporting a medical emergency in Madison. The caller later praised Katie's work, stating in part, "She was VERY helpful in getting information and getting an ambulance to my dad to make sure he was okay since I was unable to".**

- On 10/2/16 Communicator Lauren H. answered/processed a call for a pulseless non-breathing patient. After the call, responders and a family friend contacted PSC to thank Lauren for her excellent work. The patient survived, and Lauren was issued a lifesaver pin.
- On 10/3/16 Communicator Bill T. answered/process a call for reporting a person down and not breathing. MPD later contacted PSC on behalf of the caller to express gratitude to the call-taker. Bill coached the caller through CPR instructions for almost 10 minutes until responders arrived on the scene. The caller said, in part, *"he gave me the strength and determination to keep going with the chest compressions"*.
- 10/3/16 - Oregon Fire Department recognized Communicators Kelsey D. & Emilie S. for their excellent work on a complicated EMS incident, noting in part, *"The intercept was flawless and it couldn't have been done without the dispatcher's help"*.
- On 10/11/16 Communicators Aleshia J. & Todd M. handled a police incident that ended in SWAT being needed. After the incident MPD contacted PSC to thank Aleshia & Todd, stating in part, *"Aleshia was able to quickly gain pertinent information from the girlfriend and provided exceptional information" and "Todd did a great job organizing and managing radio traffic"*.
- On 10/16/16 Communicator Lucas R. was recognized by MPD for a *"phenomenal job"* on a complicated Law/EMS incident.
- On 12/16/16 Communicator Jenifer F. answered/processed a call for an infant with extreme breathing problems. In the days after the incident the mother of the child relayed through a PSC employee, in part, *"called 9-1-1 and the operator was amazing"*.
- On 12/25/16 Communicator Peter B. answered/processed a call from a patient with trouble breathing. EMS was quickly dispatched and the patient transported to a hospital. In the days following this incident the patient posted the following on the MFD's Facebook, *"I would like to thank the 911 dispatcher and MFD for responding to me after an asthma attack yesterday morning. Thank you"*

## Complaints and Compliments

2016 Q4 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
16-14	10/26/16	Citizen	Compliment		Outstanding work by EMS dispatcher
16-15	10/7/16	MPD	Safety Concern – dispatcher failed to alert parking staff of potentially high risk incident.	Sustained	Human Error

16-16	10/24/16	Citizen	This complaint was issued on our site but was referred to the Village of Dane.	N/A	N/A
16-17	11/21/16	Black Earth FD	Complaint – Wrong assist department dispatched.	Sustained	Information was missed when moving to new CAD. Situation has since been resolved.

## Quarterly Training Update

### Technology:

#### Computer-aided Dispatch (CAD)

- Internal work continues to replace servers with better-performing, virtual devices wherever possible, as well as security improvements.
- **Trouble tickets were at 123 as of the last week in January, to the extent this metric is useful. Our satisfaction with ticket dispositions is often limited, so the number of open tickets does not represent the magnitude of our challenges.**
- Meetings continue to be held with TriTech support staff;
  - Near-weekly meetings with a support technician working our highest-priority issues. **These meetings may move to monthly.**
  - Fewer meetings lately with the service manager.
- **CAD4CAD successfully being used since February 1; and, now receiving all 9-1-1 landline calls from the City of Sun Prairie (wireless calls were already being received). Continuous improvement in this area will come with a Sun Prairie (and also Monona) migration to the TriTech CAD and mobile data system already used by PSC with a target date of April 11.**
- We continue to upgrade to new versions and patches as they're released, working through availability/scheduling and occasional steps backward that come with software upgrades.
- **Added 5 years of software support past 2017. This was part of a Settlement Agreement with TriTech after dispute resolution failed to resolve issues around TriTech service and contract requirements delivery.**

#### Radio

- **System Reliability Testing continues, with a forecast completion in the first week of March.**
- **We continue to communicate with stakeholders, receiving inbound trouble reports and sharing outbound updates like our other shared IT projects.**

## **Phone System**

- **We are hopeful to begin work on the Solacom contract (RES-496) in early March to deploy by summer.**
- **We remain involved in a workgroup related to statewide, next-generation 9-1-1 improvements, as well as other 9-1-1 topics handled by the state Interoperability Council. Work is focusing on the scope and cost of comprehensive solutions, and our local system procurement efforts recognize this and are intended to be flexible enough to apprehend any value brought about through statewide cooperation. The scope and cost work is looking for opportunities to reduce the \$97K/month sorts of costs that such service from AT&T would cost here and proportionally elsewhere by population.**
- **In the meantime, the current primary and backup systems continue to be used and practiced by staff and maintained by AT&T.**

## **Miscellaneous:**

### **Public Safety Communications Advisory Commission (PSCAC)**

- **Quarterly meetings continue.**
- **We've not been contacted by the Review of Boards & Commissions Subcommittee, but are monitoring their progress and ready to cooperate.**

### **2020 Vision plan written**

- **The 2020 report has been vetted and is now essentially complete. The most likely increase scenario for staffing/salary calls for:**
  - **4 more Communicators in 2017 for dispatching a second Sheriff/suburban channel to reduce ratio saturation. Deferred; a DCSO/PSC work group is studying this with recommendations due in Q12017. The need will be critical if/when Sun Prairie PD or other suburbs' PDs begin to be dispatched by PSC (improbable for '17; more likely in '18 or after).**
  - **Adding 1 Technical Services Division technologist staffer Still needed...temporarily employing one Communicator to fill this need. Either method is a conservative estimate that might appear lacking if staffing is formally studied or analyzed as we do with operations.**

- Adding OT budget to account for the reality (borne out by multiple years of overspending the budget). The report calls for trueing up the budget to account for Communicator and Supervisor needs. The true-up amount appears to be in the range of \$350K based on historical information and needs going forward. The 2017 budget calls for a continuation of 4 of the 8 pre-hires and a conversion of 4 of those 8 pre-hires to 0.5 LTE (part-timers) in an attempt to treat the OT overages.
- Adding \$110K of OT for roll calls (for mini-training sessions and updates on operational happenings/concerned). This OT is in addition to that in the previous bullet. Deferred.
- A new venue is discussed thoroughly in the 2020 report. The Center will need to be expanded or replaced in/about 2020 based on growth needs, UNLESS a viable 3-1-1 and/or surge capacity (perhaps at the training/back-up site) can be efficiently used during those days/hours when needed. Work-from-home can be done for 3-1-1, less viable for 9-1-1, but not out of the question for surge operations only. The '17 capital budget calls for a study to determine needs/options for expansion.
- **The engineering portion (what I am referring to as Phase 2) of this 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.**

### **Consolidations**

Monona Fire (not Police) dispatch is quite likely to be done by PSC, probably starting right away in January of '17. **Monona Fire dispatch was taken over by PSC on the morning of January 9<sup>th</sup>.**

**END**

**Caring X Communication X Capability (C<sup>3</sup>) = PERFORMANCE EXCELLENCE**