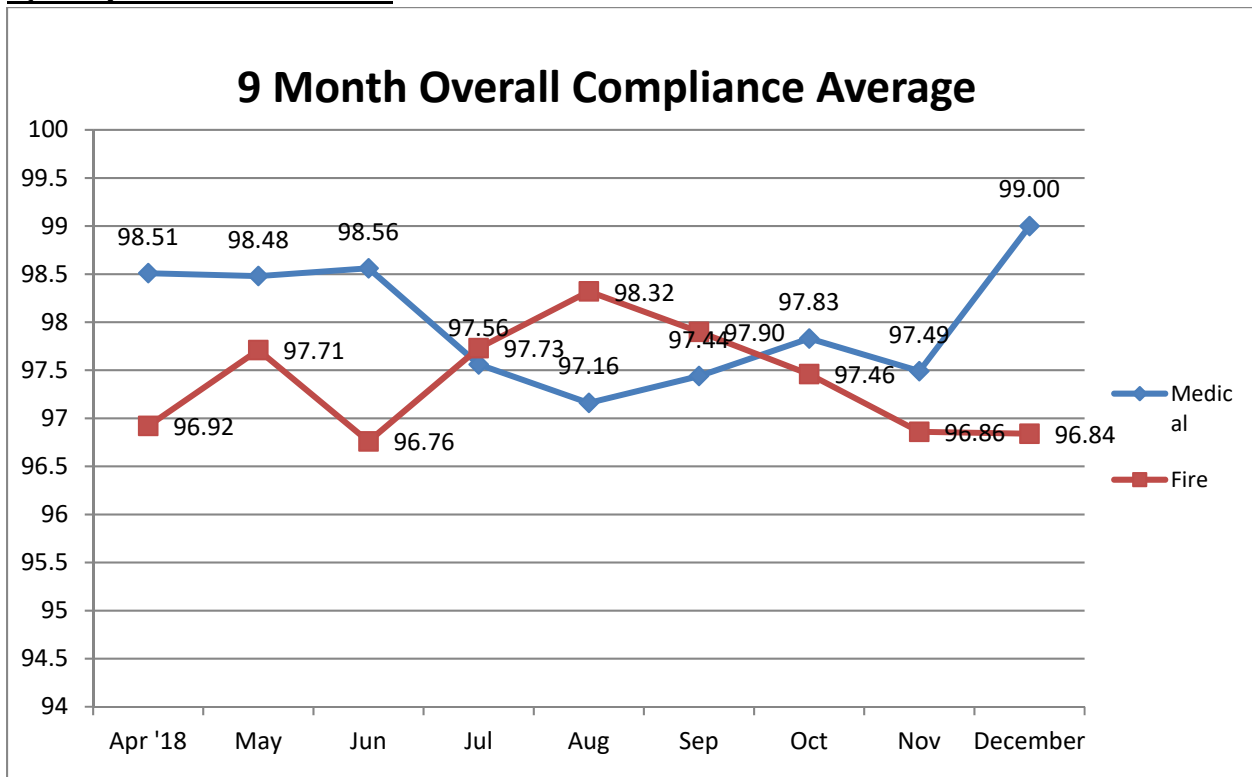


**Quarterly Report (CY '18; Q2, Q3 & Q4)
to the
Public Protection and Judiciary Committee
Public Safety Communications
January 8, 2019**

**Q2 & Q3 & Q4 – 2018
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls**

Total Calls: 89,388
 Answered within 15 seconds: 86,586 (96.87%)
 Answered within 40 seconds: 88,804 (99.35%)
 Average Answer Time: 00:00:06
 Abandoned 4,995 (5.59%)

Quality Assurance scores



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

Q 2 - Q4 – 2018 Fire

7,996 calls

Average: 00:01:02

Median: 00:00:52

90%: 00:01:52

62%: 00:01:00

Q2 - Q4 – 2018 Medical

32,407 calls

Average: 00:00:58

Median: 00:00:50

90%: 00:01:35

66%: 00:01:00

(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 January 4, 2019)

- Staffing level is 73. (or 4 over regular budgeted levels; i.e. all trainees are currently pre-hires). 11 persons have attrited for an 11.7% annual rate (the national average for PSAPs is about 19%). Another, perhaps smaller, class will start this winter/spring. The current class of 6 is about to graduate (without attrition!).

PSC Overtime

- PSC continues to track OT every pay period and reviews trends with DOA on a quarterly basis. OT continues to be paid out in excess of the budgeted levels due to the need to always have “seats” occupied with Communicators (whether out on FMLA, sick, or at training). Extra personnel would tend to reduce OT. Extra OT funding would tend to perpetuate the reliance on OT payouts, which is actually less expensive per hour than pay and benefits for extra personnel, BUT more OT exacts a toll on the personnel that is becoming onerous and potentially unhealthy. **'18 levels through pay period 21 are 22% over '17 and 10% over '16 levels for the same number of pay periods. Extra OT was attributable, at least in some part, to the explosion/fire, flooding, and NAMI training on helping the mentally ill.**

Noteworthy events

2018 was an unprecedented year for significant/noteworthy events. Too many incidents to list, starting early in the year with a school bus crash on the interstate. Line of Duty Death of a Sun Prairie Firefighter after an explosion (7/10/18). Historic flooding in Dane County which claimed at least one life. An 'active shooter' in Middleton (9/19/18). These few incidents are but the ones mostly known to the public, and which put the spotlight on first responders.

What is unseen/unknown to most are the 'everyday' incidents Communicators handle, including providing CPR instructions, childbirth instructions, how to control bleeding, and so much more, including a burglary call answered by Communicator Christine C. on June 20. The caller contacted PSC to thank her for the *"terrific and prompt and thoughtful attention"*; or the man who contacted PSC after making his first ever 911 call, noting in part, *"Just wanted you to know how impressed I was with the 911 people I dealt with last night. And when I did I felt it wasn't something I should be bothering them with. But they immediately put me at ease and said I was right to call. After the first call and the disconnect I spoke with a woman there when I called back. Again, so nice, and kept offering to stay on the line until I felt comfortable."* Communicators Sue H. and Joel I. help hold the bar high when providing service to our callers. These are but a few examples.

During this time period PSC staff, managers supervisors and others recorded 169 commendations for excellent work.

- PSC personnel involved in 11 CPR/CCR saves (unofficial number as of 1/2/19)

Split-County Dispatch

A work group comprised of PSC and field responder employees met 3 times recently to study busy-time radio operations. The data clearly showed the Sheriff/Suburban radio channel is "saturated" on many afternoons/evenings, particularly so on Fridays and Saturdays. It has been agreed that a second channel, operated by another dispatcher, will be employed on Friday and Saturday "second shift" hours; one channel for all Sheriff field personnel and a second for all suburban LE officers. PSC will add this second dispatcher on OT with the hope that another FTE can be added to the budget in 2019 for on-going split county dispatch. **The split-county "trial" began in July and has been very successful in terms of providing better access to radio channels for DCSO and suburban LE personnel. The following gives an indication of how much more "headroom" there now is for LE communications on Friday/Saturday (2nd shift) compared to just prior to the 2nd channel/dispatcher being added:**

June 15th (1 channel used for DCSO & suburbs)
Busiest hour was 1900-2000 at 31% saturation

September 15th (2 channels in use)
Highest rate; 2100-2200 at 22%

(30% is considered "too saturated" for public safety radio saturation)

Work Group to study continuous improvement for law enforcement call-taking

- Another work group comprised of PSC and LE field personnel will continue discussions on the effectiveness of call-taking procedures for LE incidents with the goal of determining if the current procedures are optimal and if quality assurance measures can be made sufficient to determine same into the future. Recent improvements on call-taking protocols used by PSC a few years ago (and then curtailed) have prompted this review. **Slow, but sure progress is underway. The workgroup has viewed a demonstration of the current use of Standard Operating Guidelines (SOGs) and subsequently viewed the most recent version (v5) of Priority Dispatch Corporation's Emergency Police Dispatch (EPD) version. A conference call and subsequent visit with Minneapolis 9-1-1 is anticipated in Q4 '18 and/or Q1'19. (Minneapolis has used version 5 of EPD for about 18 months and recommends implementation). The Minneapolis visit is scheduled for January 23-24.**

ASAP to PSAP (update)

- PSC began, in July of 2017, the process of having alarm company calls handled without human intervention. The program is supported by APCO and the alarm company association.
- PSC received 2,096 calls via ASAP in 2018.

Staffing Study commencing in Q1

- An RFP has been released and is calling for replies from vendors by mid-February ...to determine if the PSC staffing is right-sized and poised for the future (such as population growth, next generation labor-intensive processes, and possible consolidations...versus any labor-saving processes/technology that the vendor can envision that would tamp down the resource needs).

Legislation and state/federal developments

- WI has had their State 9-1-1 Office in DMA for just over a year...progress is being made on readying themselves for release of an RFP that will produce an ESInet for Wisconsin PSAPs. They should continue to receive \$6.7M annually for the ESInet.
- THANKS! for your support of the Resolution (suggested by the WI Counties Association, with whom I am working)...calling for \$7M annually for PSAPS to purchase 9-1-1 products/services for NG9-1-1.
- The Federal government is in the final stages of preparing to release grant funding (90% of which is intended for PSAPs). WI's total looks to be no less than \$2.3M (should be more when other states and territories opt out or are deemed ineligible). Those funds won't be available for at least 18 months. These funds should augment those provided by the State from the Police and Fire Protection Fund. Both funding sources will not be used for supplanting previous self-funding, but will be helpful to Dane in the future (next time we purchase telephony) and for on-going maintenance contract payments.

RapidSOS

- FCC mandates to improve delivery of location information of callers for the wireless providers (Verizon, etc.) are being very slowly implemented/required; it will be 2021 before most wireless calls will be mandated to have “dispatchable location” delivered with them to the PSAP.
- Thus, commercial providers, such as Laaser and RapidSOS, are bringing alternative technology and processes (used by Uber and others) to the industry. PSC is working with RapidSOS and our phone vendor Solacom to deliver accurate and timely wireless caller location information rather than waiting for the FCC-required technology.
- RapidSOS delivers location information directly from the phone to a 9-1-1 Clearinghouse, and then to us when we (automatically) query the Clearinghouse...delivering (usually better than) Phase 2 location data to the call-taker quicker than Phase 2 is now delivered. In the meantime, we can access the Clearinghouse via a website in cases where the most precise location information is needed.

Complaints and Compliments

#	Date	Customer	Complaint	Findings	Result
18-2	4/11/18	Citizen	Unauthorized Release of Information	Unfounded	
18-3	5/1/18	Citizen	Long Response Time	Unfounded	
18-4	7/16/18	Citizen	Delayed Dispatch	Founded	Additional training/coaching
18-5	8/17/18	Citizen	Failed to meet CS Expectations	Founded	Additional training/coaching
18-6	8/25/18	Citizen	Failed to meet CS Expectations	Founded	Additional training/coaching
18-8	9/18/18	Citizen	Thanks for service – WTS Paradigm Active Shooter		
18-7	9/18/18	Citizen	Thanks for service – WTS Paradigm Active Shooter		
18-9	10/3/18	Citizen	Failure to Send Help	Unfounded	
18-10	10/4/18	MBFD	Failure to follow protocol	Founded	Additional training/coaching
18-11	10/8/18	Citizen	Failed to meet CS Expectations	Unfounded	
18-12	10/31/18	Citizen	Thanks for excellent service		
	11/20/18	FIFD	Protocol not followed	Unfounded	
	12/11/18	FIFD	Protocol not followed	Founded – attention to detail	Coaching

Quarterly Training Update

Cross training,

- 5 Call Takers
- 2 Suburban Law
- 2 Data

Re-certification processes continue for all disciplines/positions.

Technology

Computer-aided Dispatch (CAD)

- We continue to operate a very capable CAD system, but also continue to struggle with customer service. Regular meetings at the PSC Director and TriTech Vice President level have resumed.
- **TriTech has once again merged with more public service and public safety companies and is now known as CentralSquare Technologies, Inc.**
- **Dane PSC managers will meet in Minneapolis with other TriTech Inform CAD users from the MN Twin Cities region in January, and then with the new Executive VP and General Manager, Steve Seoane, (perhaps in February).**

Radio

- DaneCom and its related subsystems continue to perform well as we near the 26 month anniversary. We're continuing to learn from and improve the preventive maintenance, monitoring and reactive maintenance processes – but certainly see the system as successful – having processed literally millions of transmissions thus far.
- PSC continues to partner (operationally and hardware/software interfacing) with the **City of Madison which in December completed deployment** of an 800 MHz, digital, standards-based Project 25 radio upgrade and also the State as they operate and look to the future (**RFP on hold**) with the VHF/800 MHz WISCOM system.
- **The two-plus year operations and preceding setup time for DaneCom have brought us to the point of preparing for a hardware and software refresh; specifically from our current version SR10A.1 to SR10A.4.**

Phone System

- The Solacom NG9-1-1 phone system continues to operate well, with very few tickets and good cooperation as we tweak things. **The only punchlist item – pertaining to call handling from the map - has been completed and we're currently focusing on relatively easy amendments that will continuously improve text to 9-1-1 call handling and the previously-mentioned RapidSOS. This should all be going by mid-2019, followed by improvements in our reporting capability.**

Cybersecurity

Consultant work is expected to occur for most of the rest of the year. The majority of effort will involve Information Management and the greater County, but specific effort related to PSC's systems will be included – both in recognition of the importance of protecting them but also using care in examining them during the assessment.

Achilles Shield will commence work with the entire County – including PSC - as part of a contract with DIM, in Q1 (imminently).

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. The greatest need continues to be "address points" that make available to communicators the specific locations of properties – as opposed to relative positions along roadways. This information needs to come from the municipality assigning the road names and building numbers, flow into the County Planning and Land Information Office systems, then finally be imported to the PSC's CAD – all as timely as possible. Not sure if DIM/LIO/DOA will seek this additional staffing for better coverage of GIS tasks.

"Accelerated Learning"

- With "learning" processes in place or being finalized, the '18 initial thematic goal will be to complement "learning" with "testing" (bolstering QA, doing more "check-rides", providing "quizzes", et cetera) some of which will be aided by the recent acquisition of the Power DMS (document management system) application.
- Progress continues with re-certification testing (Fire Dispatch completed; LE Dispatch pending, but about to begin).
- **Fire and City dispatchers have all completed the re-certs. Certification exams and check-rides for sheriff/suburban dispatchers and all call-takers are coming. Similarly, a certification for Supervisors is underway.**
- **In summary, 2017 was a year in which we emphasized "training" and put stronger processes in place to accomplish that going forward. 2018 was the year of "testing" and putting long-living processes in place to continue those testing processes for perpetuity.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE

