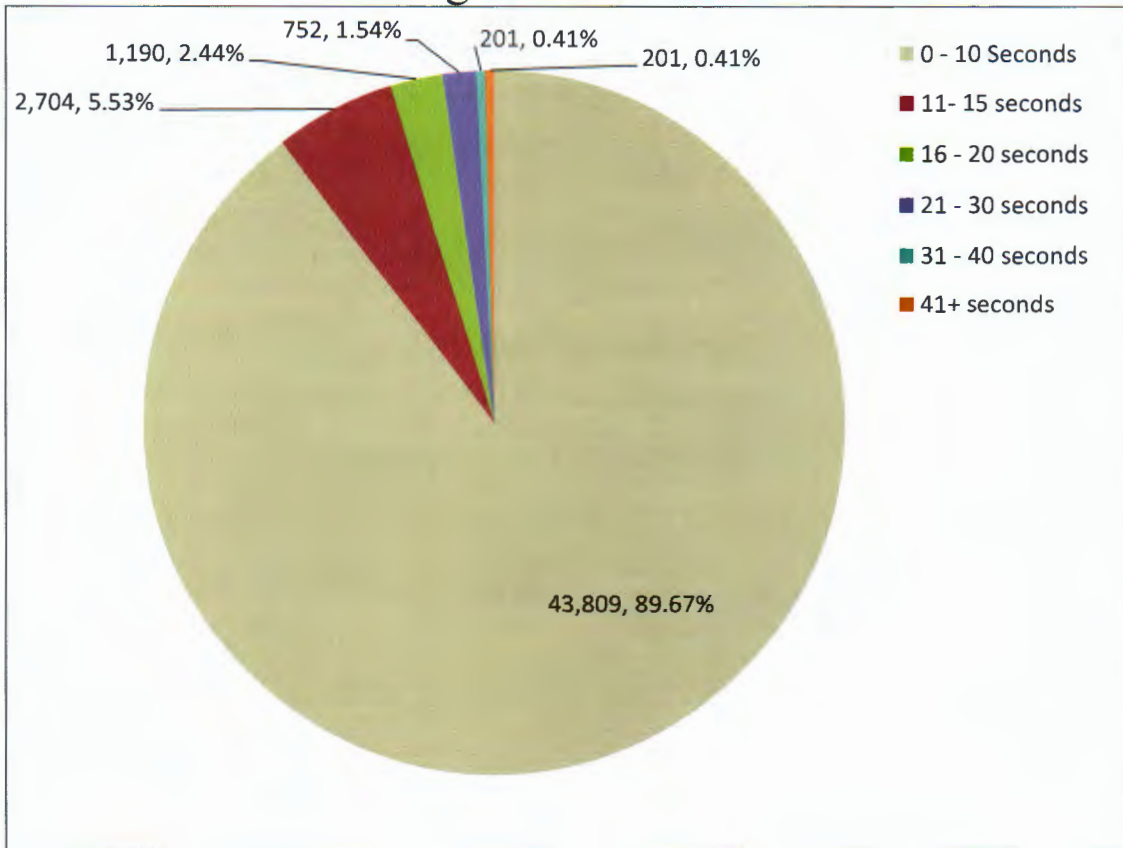


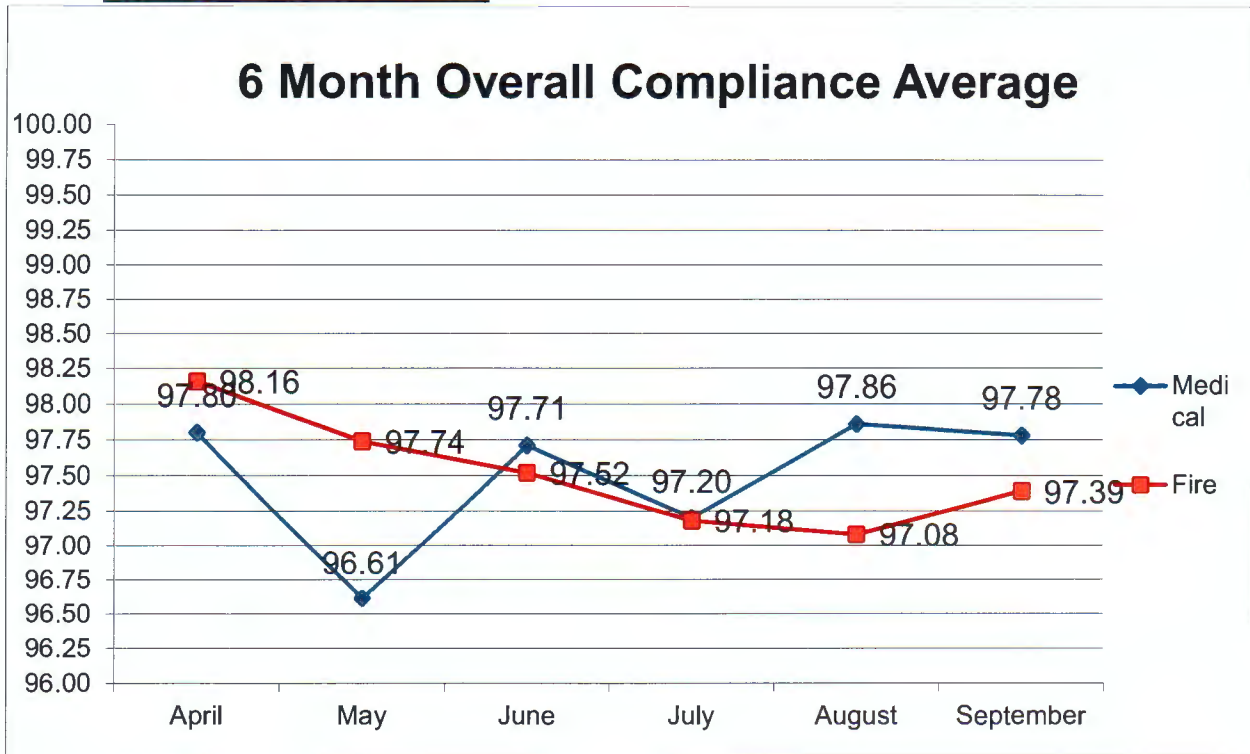
Quarterly Report (CY '17, Q3) to the
Public Protection and Judiciary Committee
Public Safety Communications
January 9, 2018

Q3 – 2017
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls



- **Total Calls – 48,857**
- **Abandoned Rate -- 9.53% (or 4,658)**
 - **89.19% (or 4,108) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:02:21**

Quality Assurance scores



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

Q3 – 2017 **Fire Calls** Goal (NFPA) for fire calls is 90% in 64 seconds
2,198 Calls
 0:01:03 AVERAGE
 0:00:51 MEDIAN
 0:01:47 90%
 0:01:04 68%

Q3– 2017 **EMS Calls** Goal (NFPA) for EMS calls is 90% in 90 seconds
9,422 Calls
 0:00:57 AVERAGE
 0:00:49 MEDIAN
 0:01:30 89%

(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 December 5, 2017)

- The first class of 2017 began on January 9th and was comprised of 7 trainees. All 7 are certified and with us. **The second class for '17 began on October 30th...6 trainees and a 7th directly to the operations floor (long-time former employee who will get updates for some things in the classroom, but not all).**
- 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). **Current staffing is 73. YTD attrition stands at 9% or 11% (depending on what is used as a denominator). If that holds, it is the best year in quite some time.**
- **The 2018 budget brought an additional \$100K to the OT budget and converted 2 of the 0.5 FTE positions back to pre-hires (for ease of hiring). We're now at 6 pre-hires and two part-timers (0.5 FTE). 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. Ashley Sweeney has been named Supervisor.**
- **Noteworthy events**
 - **Fire dispatchers were recognized for their work handling the unexpected tornado related incidents on October 7, 2017**
 - **On 7/11 Communicator Katie M. was recognized by MPD for her role in an incident involving 2 overdose patients.**
 - **On 7/19 Communicators Zach M. & Derrick F. were recognized by an MPD Sgt. for the teamwork on during a tactical situation.**
 - **On 7/22 Communicators Brenna G. & Joe W. were recognized by Shorewood Hills Police Department and a resident of Shorewood Hills for their combined efforts in a burglary incident.**
 - **On 9/6 Communicator Jon N. was recognized by MPD for his role during a tricky tactical situation involving multiple jurisdictions, which resulted with shots fired and a building on fire.**
 - **On 9/18 Communicator Leslie O. was recognized by MPD for her role in a tactical situation.**
 - **On 9/20 Communicator Hannah T. received a Lifesaver Award for her role in the successful resuscitation of an electrocution patient.**
 - **On 9/23 Communicator Patrick S. was recognized by a citizen for his role in getting help to the citizen's mother who was ill.**
 - **On 9/30 Communicator Bill T. and several others were recognized for their collective roles in getting help to an injured person trapped under a tree more than 100 miles from Dane County.**

Complaints and Compliments

2017 Q3 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
17-5	7/15/2017	DCSO	Delay in notification of MATE.	Non-sustained	All procedures followed.

Quarterly Training Update

Cross training,

- 1 – Suburban Law Dispatcher
- 1 – Fire/EMS Dispatcher
- 1 – MPD Dispatcher

Solacom training: 4 hours provided to all Communicators before launch...power users (who received more training) were then on-hand during/after the launch to help answer questions).

The EDC continues to host a wide array of PSC training, including training of all employees on operations without the main center being operational.

Technology:

Computer-aided Dispatch (CAD)

- **We continue to operate a very capable CAD system, but also continue to struggle with customer service.**

Radio

- **The system has been online a year as of November 9th.**
- **The Marquette County Sheriff's Office was experiencing interference from our channel in the 4th position (4th channel to be used, when the first 3 channels are on-air). Subsequent to receiving and verifying their reports, we turned off that 4th channel, eliminating the interference, and then moved that channel to the bottom of the rotation to restore our full capacity while limiting issues elsewhere.**

Phone System

- The Solacom team and product remain solid. **Cutover occurred to the new system in the early morning hours of October 24th and with very little in the way of challenges often associated with major technology changes. Call answering from the map and integrated text to 9-1-1 are expected to be upgraded in early 2018.**
- 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. **Motion 50 became part of the State budget and the new Office is up and running.**
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). **We continue to work with Public Works and the Medical Examiner's Office on punch list items, as well as with Information Management on improvements to network reliability.**

Cybersecurity

- A contract between the County and a consultant pends. The majority of effort will involve Information Management, but a smaller part of the project seeks to get a quicker handle on preparedness and risks specific to PSC.
- **Funding in 2018 for a larger effort could come from money netted in previous years as cell phone carriers took over bandwidth previously used for public safety.**

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. **Our current CAD system relies on better GIS information...which we receive slowly and sporadically. NG9-1-1 will use data we already have to route calls to the proper PSAP.**

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...from the PSAPs to the responders...for data and video. Mission critical voice communications will someday be a part of FirstNet, but industry experts continue to**

tell us that our investment in DaneCom was an investment that will be viable for many more years before any reliable FirstNet voice services will be available.

- All states have opted into the FirstNet system.

Public Safety Communications Advisory Commission (PSCAC)

- Quarterly meetings continue. Commission met on July 12th and again on October 18th.

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

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 ... **Done**
- 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. **\$100K added in the '18 budget request.**
- A new venue is discussed thoroughly in the 2020 report. **On hold due to jail, etc.**
- 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 (**has not been; other than informal calculations**). 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.
- **The mention of 3-1-1 in the report is now coupled with discussions of 3-1-1 among some Madison Common Council members (no word yet on whether the '18 budget might be amended to include funding).**

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. **The next plausible step would be the move by Monona to have PSC field all their 9-1-1 calls, saving them from re-investing in 9-1-1 CPE equipment (due in 2019 if it happens).**

“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. **Efforts have been re-doubled for this “fall semester”. And, the idea of improving “Capability” via assessments (following the training) has begun**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE