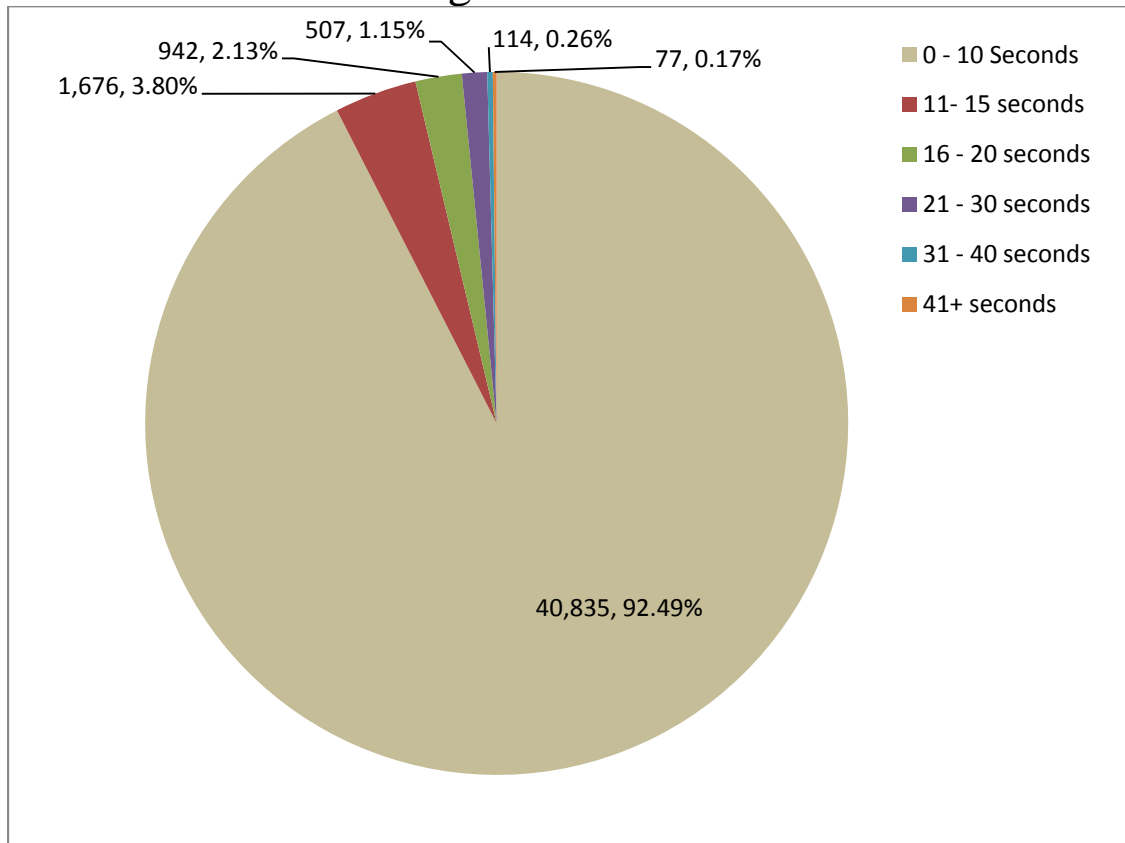


**Quarterly Report (CY '15, Q4) to the
Public Protection and Judiciary Committee
Regarding
Public Safety Communications
February 23rd, 2016**

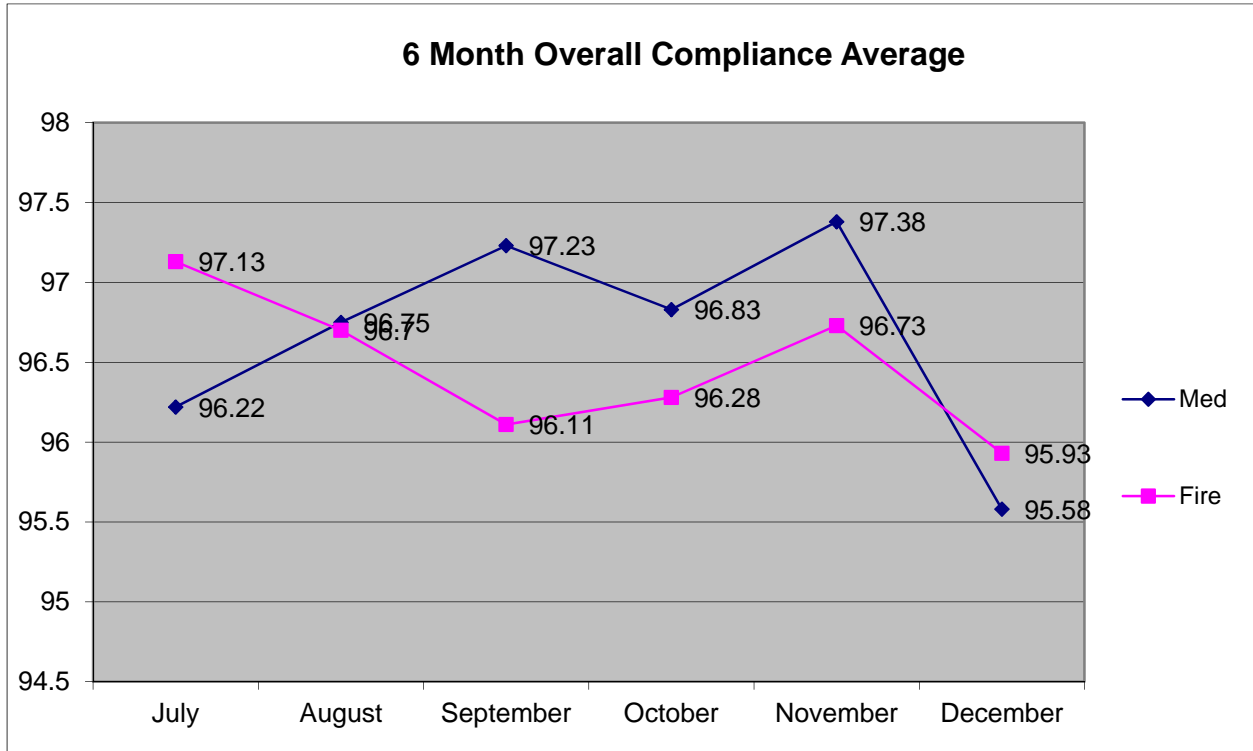
Performance Measures:

**Q4 – 2015
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls**



- **Total Calls – 44,151**
- **Abandoned Rate –11.20 % (4,945)**
 - **92.76 % (4,587) within 0-15 seconds**
- **Average Answer Time – 00:00:06**
- **Average Talk Time – 00:02:18**

Quality Assurance scores:



Pre-Alerting Notes

Results (Median TTD)

January 1, 2014 – April 30, 2014 (No Pre-Alerting)	781 incidents	Median TTD = 2:06
May 5, 2014 – May 31, 2015 (Pre-Alerting 4 Incident Types)	1,786 incidents	Median TTD = 1:18
June 1, 2015 – July 31, 2015 (Pre-Alerting ALL Incident Types for MFD)	672 incidents	Median TTD = 1:06 (MFD Data only)
August 1, 2015 – September 30, 2015 (Began asking only 2 Case Entry questions)	743 incidents	Median TTD = 0:54 (MFD Data only)

October 1, 2015 –Dec31, 2015

656 incidents

Median TTD = **0:51**
(County Fire Data only from Oct. 5th)

1056 incidents

Median TTD = **0:47**
(MFD Data only)

Most recent months (October – December) shown with percentiles follows. Note that NFPA 1221 calls for 80% of calls to be answered in 60 seconds or less (red font below), with many exceptions for extenuating circumstances such as HAZMAT calls, calls requiring pre-arrival instructions, calls where location difficulties were experienced, etc.: Benchmark for '16 will be 90% in 64 seconds; a tightening from NFPA.

Madison FD Q4 '15 1043 calls		County Fire Q4 '15 656 calls	
0:00:54	Average	0:00:58	Average
0:00:47	Median	0:00:51	Median
0:01:29	90th	0:01:37	90th
0:01:14	85th	0:01:22	85th
0:01:07	80th	0:01:11	80th
0:01:02	75th	0:01:06	75th
0:00:58	70th	0:01:01	70th
0:00:55	65th	0:00:59	65th

(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

- PSC began Text-to-911 service on November 16th. PSC staff were trained during a short in-service session the week prior and leaders from the deaf and hard-of-hearing were briefed on November 13th with a request to pass the information to other residents with hearing or speech limitations.
- Text contacts to 9-1-1 are quite rare in the other 10% (or so) of the PSAPs that offer text-to-911 service; thus far we have had 2 contacts, neither for a real need.
- **One case involved a caller from East Towne during the shots-fired episode there...not sure if she called to stay quiet or if she called due to busy signals into 9-1-1 from all the other callers.**

- Media outlets (CH 15 and CH27 so far) are planning stories on text-to-911 (Rock County and us) for January/February. (Completed)
- So far, not very many texts received and those received have been quick/mundane; however, the processing time needed for a text by a "call"-taker is envisioned to be longer than for a voice call (gathering data to determine how much longer)
 - Lots of texts (if/when they come) and long processing time might add up to a staffing issue over the years going forward (very true for video-to-911 that is coming also).

Communicator Staffing (as of Feb 22)

- We are currently 2 FTE below budgeted staffing levels. 1 more FTE is scheduled for attrition in March (going to be an FAA AT controller). Last fall's class is almost all qualified and working on their own, however, another member of that class has resigned. The new class (9 new and 1 current FTE who was ill and needs re-training) began on Feb 22...ready by Memorial Day or so. One more Communicator to retire this month.

SOGs (standard operating guidelines)

- Continuous improvement needed for these LE call-taking protocols.
- Workgroup work has been re-emphasized.

Noteworthy events

- In October, Communicator Jeremiah Chang answered a medical call requiring pre-arrival instructions. After the call was over an MPD Sgt contacted our department to report that family told him that they were very appreciative of the calm and professional demeanor displayed by Jeremiah while he coached them through pre-arrival instructions.
- In Nov, Communicator Pete Mueller answered a call for a person with trouble breathing. Pete worked hard, following protocols while providing exemplary customer service. Pete's work was not only recognized internally as being exceptional, the patient contacted the Sheriff's Office to say he was "blown away" with the care and compassion, and with the professionalism in which this incident was handled.
- In November, Communicator Tanya Sellner was recognized for her work on a medical call. After the incident a citizen who had called 911 called to say "The 911 Operator did an amazing job of instructing me through chest compressions until the paramedics arrived."
- Compliment from Oregon FD on our work with them during a structure fire on Dec. 2nd.

Complaints

2015 Q4 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
15-16	10/24/15	Citizen	Compliment – Customer Service	N/A	
15-17	11/19/15	Citizen	Customer Service	Founded	Coaching
15-18	11/25/15	MPD	Customer Service	Unfounded	
15-19	12/17/15	MPD	Dispatcher broadcast sensitive information	Founded	Training

Quarterly Training Update

- Q4; Oct 1 – Dec 31,
 - 2015 Cross-training:
 - 2 Suburban Law Dispatchers, 1 Data Operator, 1 MPD Dispatcher, 2 others in the process of being cross trained (1 Fire/1 Suburban Law)
 - Began 'Check Ride' training program, initially w/ MPD dispatchers certified within the last calendar year. Still ongoing and being fine tuned.
 - Class of new hires hit the floor Nov. 29th for OJT call taking training
- Q4 In-Service; 1 hour Text-2-911 training

Technology:

Computer-aided Dispatch (CAD)

- Our intention is to replace the servers with state-of-the-art virtual servers; a set here in CCB and a set at the new back-up center when ready this summer.
- Trouble tickets are back over 90 as we continue to receive software updates that include both fixes and challenges.
- Meetings continue to be held with TriTech support staff;
 - Near-weekly meetings with a support technician working our highest-priority issues.
 - Approximately monthly meetings with the relatively new service manager.

- PSC Technical staff have produced a “CAD4CAD” interface to allow our TriTech CAD information to be populated onto surrounding PSAPs’ CAD systems. (The TriTech CAD2CAD interface has limitations that the new PSC development effort improves upon). We are prepared to use this link in connection with receiving 9-1-1 calls from Sun Prairie in February.
 - 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).

Radio

Current State:

- No change since the last report; legacy systems support most operations with some functions running on the new DaneCom infrastructure, with bi-weekly meetings among stakeholders to continue tracking on any needed maintenance.

Future State (DaneCom expanded):

- The County will meet with Harris yet this month in hopes of finalizing Amendment 7 and again confirming the Thanksgiving 2016 implementation date.
- Field work continues or has been completed in areas including concrete, electrical, towers and shelters. Harris personnel have been in town the past couple weeks upgrading the central electronics and software at both the main and backup sites.
- Leases and other agreements have been completed or are being upgraded as necessary at several tower sites.
- The DaneCom expansion includes expanded coverage and a second analog tactical channel.
- The DaneCom Governing Board met on January 28th and received a briefing from the Harris Project Manager on the expansion/enhancement plan and on progress accomplishing it. They also received a preview of the operations & maintenance bills sent to DaneCom members, along with a reminder that there will be no new expenses borne by the users (all borne by the County) and, in fact, there’ll be significant savings (almost \$100K per year in reduced lease costs) because of the move from the old Stoughton site to the county-owned Rockdale site.

Phone System

- The draft Request for Proposals remains in Purchasing and will require further department review and input before release. The timeline may slip back a month or two.
- **Progress and even opportunities for the ESInet (wide-area emergency services IP network) best able to power NG9-1-1 come slowly, but department staff are tracking or participating in efforts new in only the past several weeks.**
- In the meantime, the current primary and backup systems continue to be used by staff and maintained by AT&T.

Miscellaneous:

Public Safety Communications Advisory Commission (PSCAC)

- A July meeting was held.
 - Chief Deputy Hook was selected as the Chairperson;
 - Marv Klang was selected as Vice Chairperson.
- An October meeting was held.
 - The Commission was briefed using a format that gave information on People, Processes, Technology, and Infrastructure regarding PSC.
 - A separate agenda item on the topic of the use of radio “10-codes” was discussed and further recommendations were sought from the radio protocol workgroups that consist of PSC and field users. Work on 10-code utilization (or curtailment of same) pends.
- **A January (quarterly) meeting was held.**
 - **Dejung provided a verbal report**
 - **One member suggested/requested action item was to have the user community briefed on the text-to-911 capability. Done via e-mail following the meeting.**

2020 Vision plan being written

- **Among many other topics, staffing changes due to video- and text-to-911 (mentioned above) , are being addressed.**
- **Plan includes sections on People, Processes, Technology, and Infrastructure.**
- **Upon completion of final draft, a peer review (other PSAP managers around the country) is envisioned before finalization and release.**

Consolidations

- Sun Prairie continues to be interested in PSC taking over all their 9-1-1 calls (we take wireless now; will add wireline), and fire and EMS dispatching on/about September 1. The aforementioned CAD4CAD interface is a prerequisite, as is an SOP and MOU that has been drafted. **CAD4CAD & SOP done; MOU signed.**
 - **This phase of consolidation occurred on February 1/15, 2016. Fire/EMS dispatchers briefed last week.**
- **Somewhat related: PSC to take Middleton overflow phone calls and deliver the information relevant to their dispatching back to them via CAD4CAD...implementation date not yet set.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE