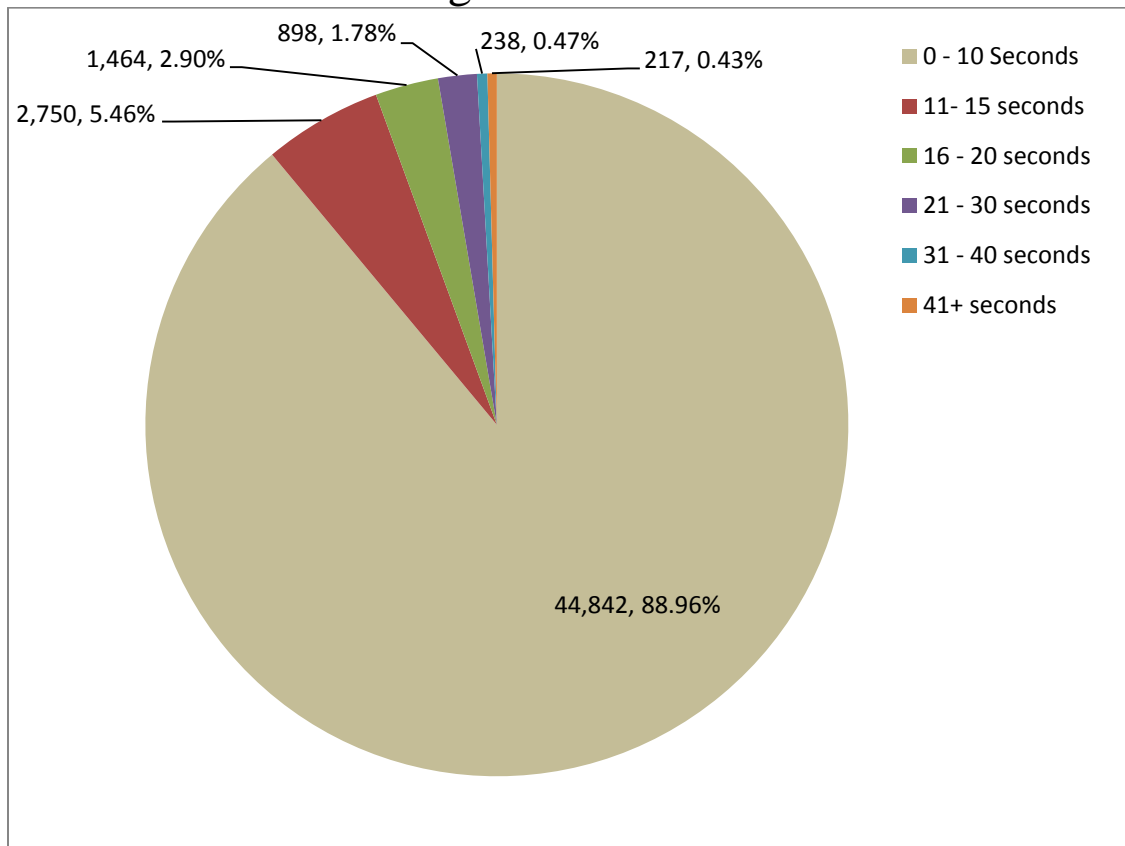


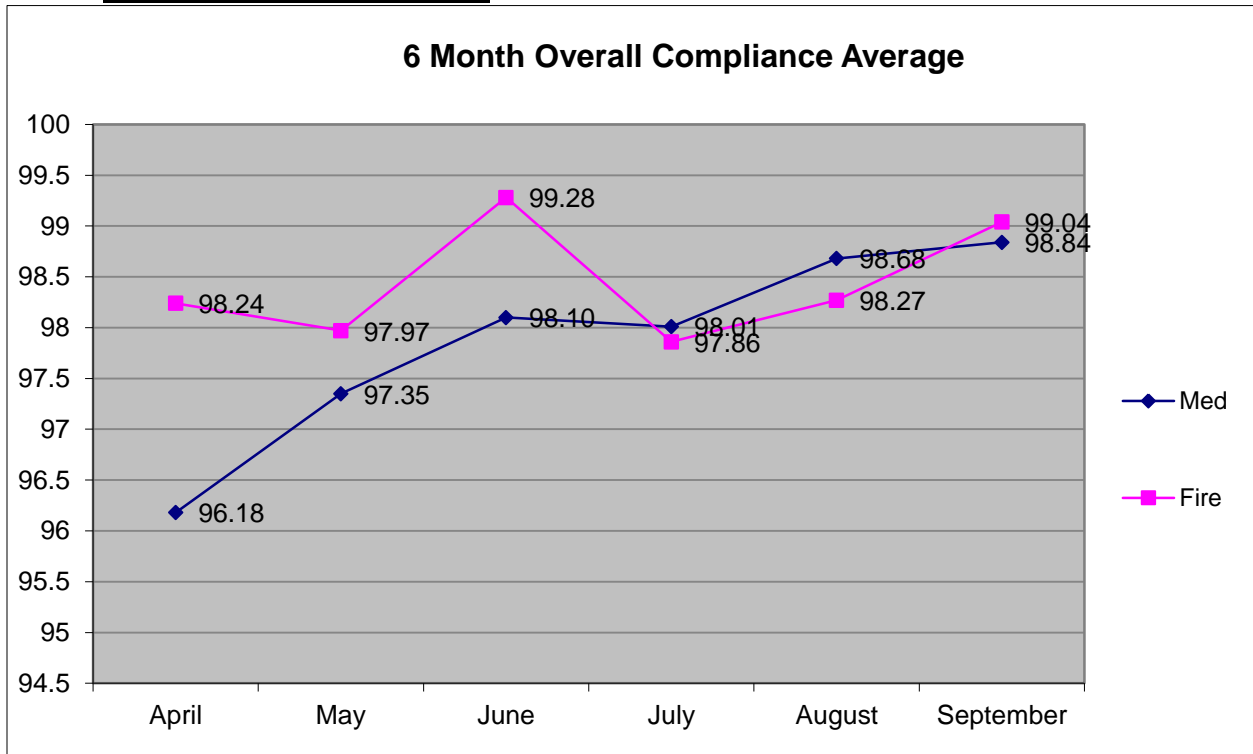
Quarterly Report (CY '16, Q3) to the
Public Protection and Judiciary Committee
Public Safety Communications
November 18, 2016

Q3 – 2016
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls



- **Total Calls – 50,409**
- **Abandoned Rate -- 10.57% (or 5,328)**
 - **81.61% (or 4348) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:02:17**

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.

MFD			County		
	0:00:58	Average	Fire	0:01:16	Average
1404 Calls	0:00:49	Median	1060 Calls	0:00:53	Median
	0:04:56	Max		0:45:22	Max
	0:00:07	Min		0:00:19	Min
	0:02:13	95th		0:02:43	95th
	0:01:33	90th		0:01:53	90th
	0:01:18	85th		0:01:38	85th
	0:01:11	80th		0:01:26	80th
	0:01:05	75th		0:01:18	75th

**58 Calls not included from 07/21/16 due to severe weather.

**34 Calls not included from 07/06/16 due to severe weather.

The EMS Association voted unanimously on Nov 16th 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 5th.

(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

- So far, not very many texts received and most of 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).
- A second snapshot was taken for the month of March. It shows: 4 intentional text exchanges for the month (of the 35 total). These 4 intentional texts averaged 13m12sec of duration.
- The internet-based service delivering our and other PSAPs’ texts has experienced a couple interruptions in recent months. We’re not aware of anyone unable to reach us specifically because of this, which is a continuing reminder of the need to overhaul the nation’s 9-1-1 system to more reliably and efficiently process multimedia messages.
- **The new phone system, to be installed in about 6 months, will have direct (SMS) delivery of texts rather than via the Internet. It is expected this method will be much better and appropriate for mission-critical texts.**

Communicator Staffing (as of November 18, 2016)

- The first 2016 class of 9 remains largely intact (1 person voluntarily left)...and doing great. Our second class of the year began August 5th...a great class of 5 candidates. The total strength for Communicators is +1. (two retirements, 3 departures, and 1 returned since last report).
- **The second 2016 class (5 persons) finished classroom training on October 7th 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.**

- 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).

Noteworthy events

- On the evening of 7/22/16 a major storm moved through Dane County creating a significant demand on public safety services. PSC answered/processed nearly 10X the typical number of calls that evening. A number of user agencies expressed their thanks to PSC staff for excellent work throughout the course of the evening.
- On 8/6 Communications Supervisor Eckstein recognized the night shift for the collective good work on a particularly busy shift, noting in part, *“you as a group endured a very chaotic and stressful evening; one of busiest and craziest nights I have ever seen”*.
- On 9/9 Communicator Robert Hughes. was recognized for his ‘outside the box thinking’ while handling a call involving a suicidal person.
- 9/25 Supervisors King and Eckstein were recognized by MPD Lt. Radovan for their combined efforts during his tenure as MPD’s overnight OIC, noting in part, *“That reflects very well on the two of you and I’m sure you are great supervisors to them”*
- A major upgrade to the mobile computer and records system used by Madison PD and several partner agencies required a new interface to the PSC Computer-Aided Dispatch system. Public Safety IT Specialist Zach Kroll was recognized for his re-write of the necessary interface, which replaced one created years ago by fellow PSIT James Holmes. The quality of the interfaces created and maintained by in-house staff rivals much costlier vendor solutions.

Complaints and Compliments

2016 Q3 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
16-11	8/14	MPD	Officer Safety	Founded	Newer dispatcher – received additional training
16-12	8/31	Citizen	Poor customer service/rude	Unfounded	Call taker met expectations
16-13	9/22	Mazo FD	Failed to pre-alert	Founded	Wrong agency was pre-alerted

Quarterly Training Update

- **Q3; July 1. – Sep. 30, 2016 Cross training**
 - **2 Data**
 - **3 Fire/EMS**
 - **1 MPD Dispatcher**
 - **Supervisors King & Dalma will complete the LPO course during Q4. Additional supervisors and managers will attend in 2017.**
 - **Check rides continue**
 - **Q3 In-Service was held the last week of July, mainly focusing on EMD Version 13. Active shooter training (video) was also shown.**
 - **DaneCom radio console training was held at EDC the week of Oct 24-28, 2016**

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 108 as of the first week in August, 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.**
 - **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 migration to the TriTech CAD and mobile data system already used by PSC.**
- **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.**
- **Adding 5 years of software support past 2017.**

Radio

The DaneCom system came into use the morning on November 9th quite seamlessly and to good reviews – particularly for audio clarity. Harris and General Communications resources work inside and outside the county as needed to handle issues, but stakeholder meetings were quickly scaled back in frequency due to a

relative lack of issues to resolve. New equipment is already located in the Medical Examiner's building and was used for staff training and practice prior to cutover.

Legacy equipment will be removed in the coming months.

Phone System

- RFP responses arrived on schedule in mid-September and staff from all areas of the department are evaluating them. We are still on track for contracting yet in 2016 and a '17 implementation.
- 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 by staff and maintained by AT&T.

Miscellaneous:

Public Safety Communications Advisory Commission (PSCAC)

- A January (quarterly) meeting was held.
- An April meeting will be held on Wednesday, April 20th.
 - A call for (scheduled) Chair and Vice Chair elections will be on the agenda.
- A July meeting was held on July 27th.
- An October meeting was held on the 19th.

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.**
- 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.**

Consolidations

Monona officials will be visiting on April 15th to view the CommCenter; presumably to consider some form of partnership/consolidation. **Monona Fire (not Police) dispatch is quite likely to be done by PSC, probably starting right away in January of '17.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE