**Quarterly Report (CY '19; Q2)**
to the
Public Protection and Judiciary Committee
Public Safety Communications
August 20, 2019

Q2– 2019
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls

Total Calls: 44,855
Answered within 15 seconds: 44,790 (99.85%) Goal 90%
Answered within 20 seconds: 44,818 (99.92%) Goal 95%
Average Answer Time: 00:00:04
Abandoned   2,921 (6.51%)

Quality Assurance scores
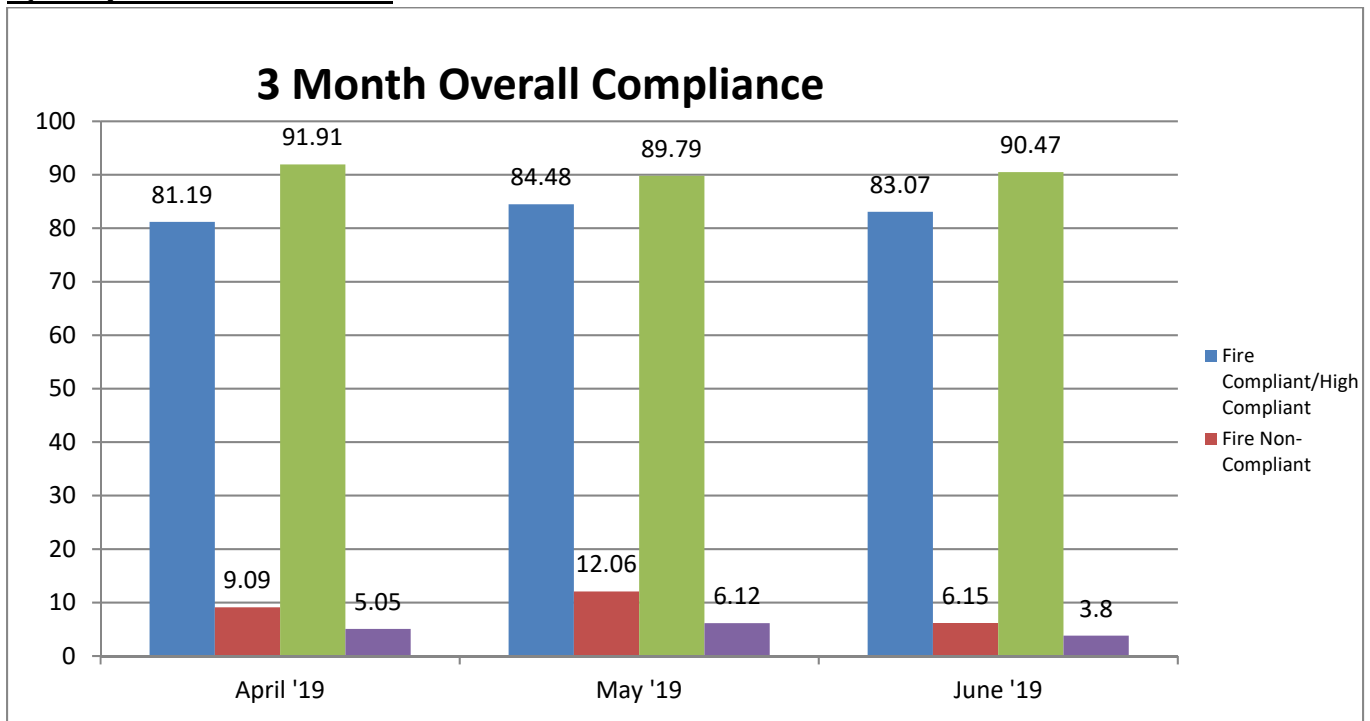
Green & purple bars are EMS call data.   For Fire and EMS; accreditation level is
LTE 7% non-compliant cases (attained that in Fire and EMS for all 3 months).

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

Q2 – 2019 Fire/EMS Call Processing

Average: 00:55
Median: 00:46
90%:   01:31
71%:   01:00
**NFPA 1221 (2019 Edition) states;
Emergency alarm processing for the highest prioritization
level emergency events listed in 7.4.3.1 through 7.4.3.2
shall be completed within 60 seconds, 90 percent of the time.
PSC Calculates ALL calls.

(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 August 12th, 2019)

- **Staffing level is 72. (or 3 over regular budgeted levels).   Another class of 6 has graduated from the classroom portion of training and is in the OJT phase.   Total attrition for the first half of the year was only 2 (one resignation and one transfer to another county department).   Given the high level of staffing and the low attrition, we will wait on another classroom process until early 2020.**

PSC Overtime
- OT for CY 2019 is showing a decrease (YTD) of ~28% compared to last year and 2017 (note: '17 and '18 data included the December/January holidays; '19 did not).   OT practices/processes will be one of the areas looked at closely by the Winbourne Consulting staffing study (begun this month).   OT will increase starting this month due to in-service training (this month and next month) and due to increased vacation coming as the weather improves.
- **OT continues to be fairly low by historical standards (down slightly from the last year and from 2016, but similar to 2017 and 2015). However, it is still high and still constitutes red ink and added stress on Communicators that we would like to seek to reduce.   A recent study showed OT costs are about 7% lower than FTE, but that is in**

dollars only, not the human toll nor the added concern of someone working a longer-than-normal shift, potentially leading to decreased job performance.

Noteworthy events

- **On the afternoon of June 27, 2019 a strong thunderstorm moved into Dane County and began what turned into a 2 hour period of significantly higher than typical call volume. Over the next two hours the entire B shift met and exceeded expectations while experiencing a 227% increase in 9-1-1 call volume (175 vs 77 in the same time period the previous week), and a period of fire/ems related activity not recently experienced. At one point during this period more than 80 individual fire and/or EMS apparatus were active in Dane County. PSC staff were recognized by many agencies after this storm for their exceptional performance, both as a team and individually.**

- **On June 30, 2019 after the downtown "Shake the Lake" fireworks event, numerous reports of 'shots fired' and a person shot created a rather intense period of operation for PSC.**

9-1-1 SAVES Act passed in U.S. House of Representatives…Senate approval pends

- **The Act intends to recognize Telecommunicators as public safety workers (not clerical as they currently are classified by the Office of Personnel Management).**

Law Enforcement Call Taking – continuous improvement

- **Of major import towards continuous improvement, we've recently contracted with MOEtivations, Inc. to review a minimum of 222 law enforcement calls per month for adherence to department policy and procedure. After we have a few months of data, i.e. 400-600+ calls reviewed, we'll have a better idea of compliance with current policies and procedures and/or if changes are needed in current policies as well as what additional polices, procedures and/or protocols are needed.**

Staffing Study commencing in Q2

- 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).
- Winbourne Consulting was selected and began their engagement, in earnest, last week with interviews, sit-alongs, and consultations with many, many members of the PSC team. The contract calls for an 11 week engagement; culminating in a report that will be timely, we hope, for budget planning (for 2020) if any budget changes are called for by the report.
- **Winbourne's report is about 2 months out…we expect a focus on current staffing, including OT and handling of non-emergency calls (how to reduce, if possible).   A**

secondary focus will be ancillary positions/processes such as QA, GIS, I.T….and staffing across the board for the future.

RapidSOS

- RapidSOS capability has been delivered to PSC in consultation with our phone vendor (Solacom). Operations staff will begin using it in early April, bypassing the need to check a clearinghouse website.
- **RapidSOS continues to make connections to other entities and platforms (so far Uber, MedicAlert and the American Heart Association), with more specific information currently only available from the clearinghouse website [so we've had to – or need to –instruct call takers that the website still needs checking in the event of insufficient information coming across the telephone display. Location information continues to flow into the telephone system automatically. One of our radio techs asked if we had RapidSOS, as his Uber driver brought up the topic.**

Complaints and Compliments

PSC received no formal complaints during Q2.

Inquiries (not received via website):
- **06/26 MCFD, PSC failed to page the requested assist engine company. Founded**
- **06/28 FBFD, 04:29 delay paging assist engine company on delta level EMS call. Founded**

Downtown Power Outages & Contingency Operations

- **A July 10th utility power outage affected several downtown customers, including both City-County Building feeds. PSC operated normally, on battery backup during the seconds it took for the generator (one of the building's five generators is dedicated to PSC) to come on. The generator later overheated and shut down, and operations continued on batteries. This triggered our staffing of the East District Campus (EDC) backup site until the generator was repaired (debris was found and removed from a radiator duct) and utility power restored.**
- **A longer and more widespread July 19th utility power outage again saw normal battery and generator-backed operations until another generator overheat. Operations were again shifted to our backup site, and remained for several hours as new issues with building generators were identified and commercial power restored. Telephone and radio operations continued uninterrupted by switching over to duplicate systems outside the CCB. Incident and resource accounting (normally performed with our Computer-Aided Dispatch system) occurred manually on paper materials maintained just for this purpose and for some hours as the CAD system was transitioned into and later back out of a special disaster recovery mode that requires more manual intervention and configuration than the phones and radios. Both short-term**

mitigations and longer-term improvements regarding the involved building generators began right away.   A re-hosting of the CAD servers (already planned and in-process) will further improve our ability to rapidly and successfully move from the primary CAD application to the back-up/disaster-recovery CAD.
- **PSC has and will continue to exercise/practice for these types of infrequent events by operating either partially or completely from EDC on a regular schedule. The success of these two recent incidents was possible in no small part due to ongoing training and exercising.**

Quarterly Training Update

- **1 Suburban Law**
- **1 Data**
- **1 Fire Dispatcher**
- **3 MPD Dispatchers**

Technology

Computer-aided Dispatch (CAD)
- **PSC managers met in May, with others from the MN Twin Cities, with the new VP of Customer Success (David Johnson). David genuinely seemed (like the General Manager during previous MN meeting) to be determined to address issues we and he knew about to improve the product/processes and the overall customer experience, for users and maintainers both.   Follow-up is needed to look for evidence of improvements.**
- **The negotiations for the maintenance contract extension (into 2025) are underway with the help of Carlos Pabellon.**

Radio
- **DaneCom is approaching its third anniversary in November, by which time we expect to have underway the legislative if not initiation of the SR10A.4 upgrade process.**

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 a relatively easy amendment that will continuously improve text to 9-1-1 call handling. This should all be going by mid-2019, followed by improvements in our reporting capability.
- **We're perhaps above "very few" tickets, but working with Solacom to keep things running smoothly. I recently told their VP of Sales that I would be happy**

to again "sing their praises" to prospective customers such as we have in the past.
- **Networking changes needed for the text to 9-1-1 are taking some time, so this remains a work in progress.**

Cybersecurity
- **PSC and the Division of Information Management are working through improvements identified in the consultant's report.**

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.

- **I expect this issue may prompt Winbourne Consulting to recommend a GIS position in PSC or in LIO to address this need (which becomes more critical/necessary with the advent of NG9-1-1 (as early as next year)).**

"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 **in place**).
- Fire and City dispatchers have all completed the re-certs.   Certification exams and check-rides for sheriff/suburban dispatchers and all call-takers **in place**.   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.
- 2019 has been dubbed the "measurement" year…to bolster performance measurement in all 3 "values" categories; Caring, Communication, and Capability.

- **The staffing study has required LOTs of measurement, so has correlated well with our desire to increase the look at metrics.**
- **Note also that call-handling standards have again changed. NFPA is now 90%/15 seconds and 95/20 ("down" from 95/15 and 99/40).**

END

Caring X Communication X Capability (C^3) = PERFORMANCE EXCELLENCE