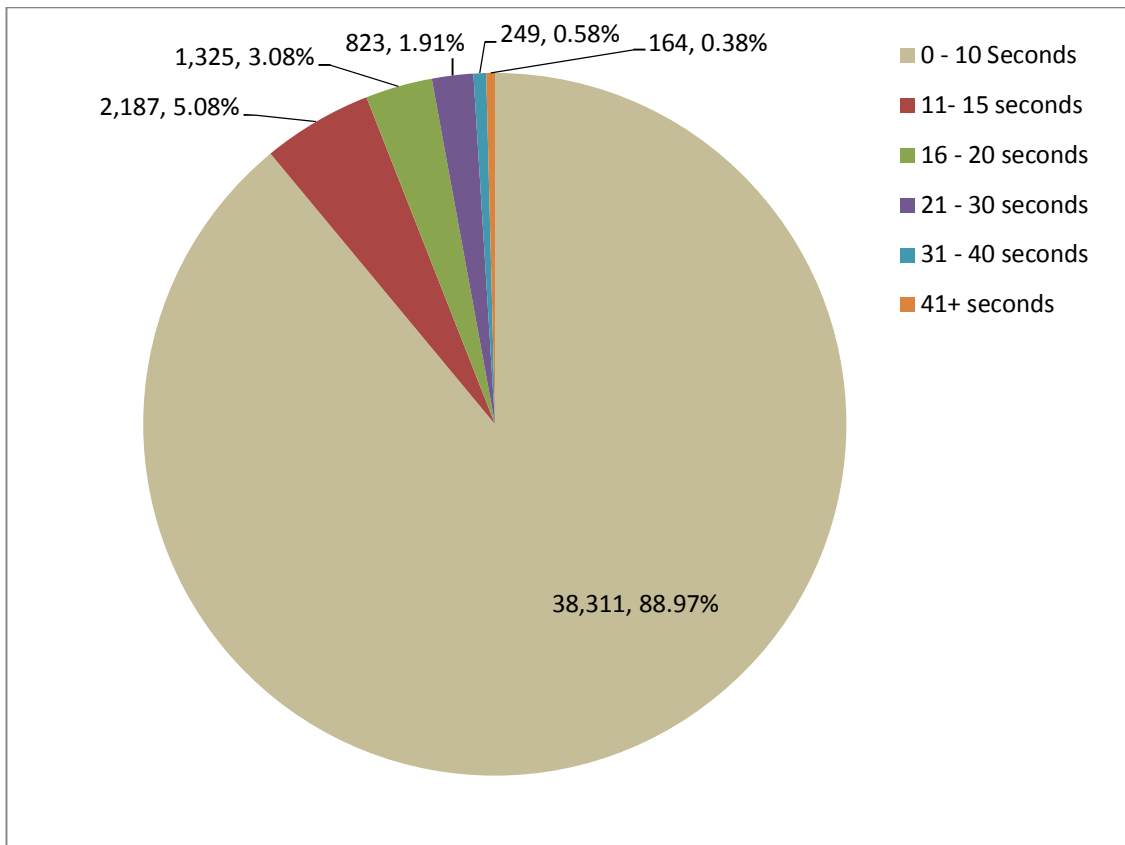


**Quarterly Report (CY '14, Q4) to the
Public Protection and Judiciary Committee
Regarding
Public Safety Communications
February 10, 2015**

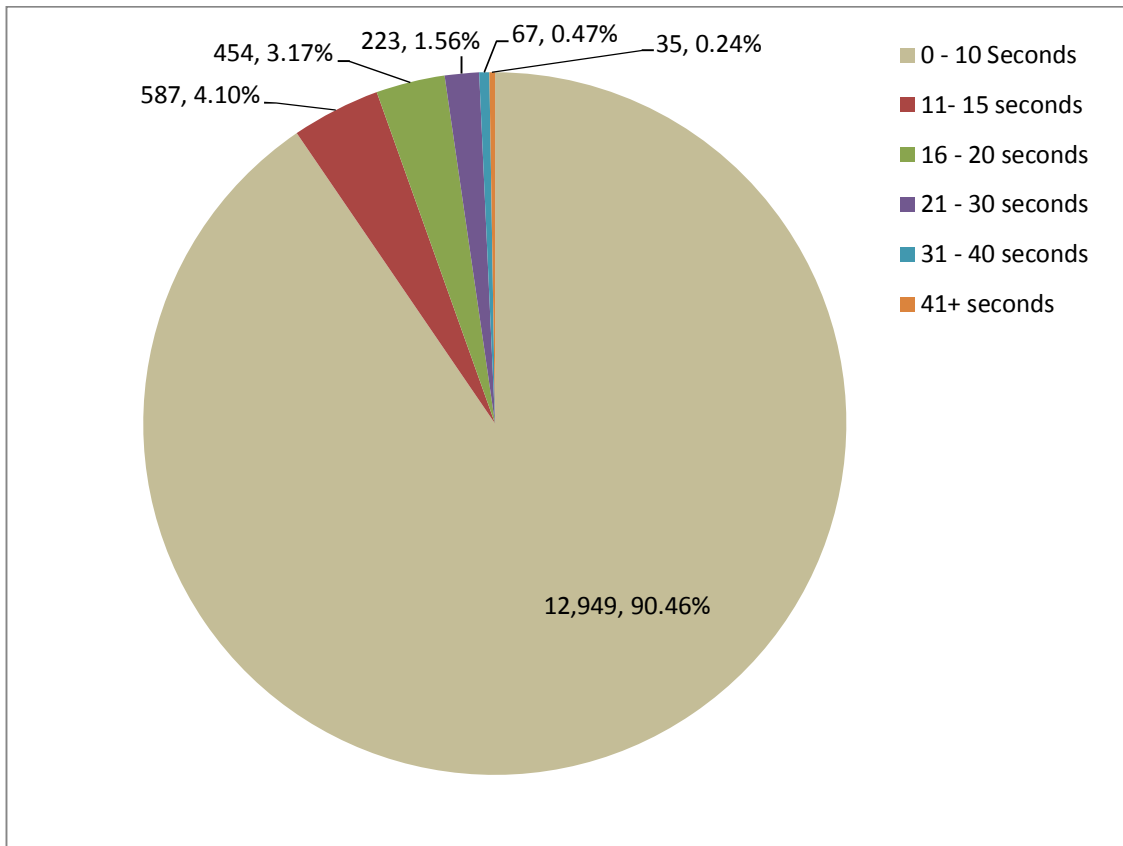
Performance Measures:

**Q4 – 2014
Answer Times ACD (Incoming-Abandoned)**



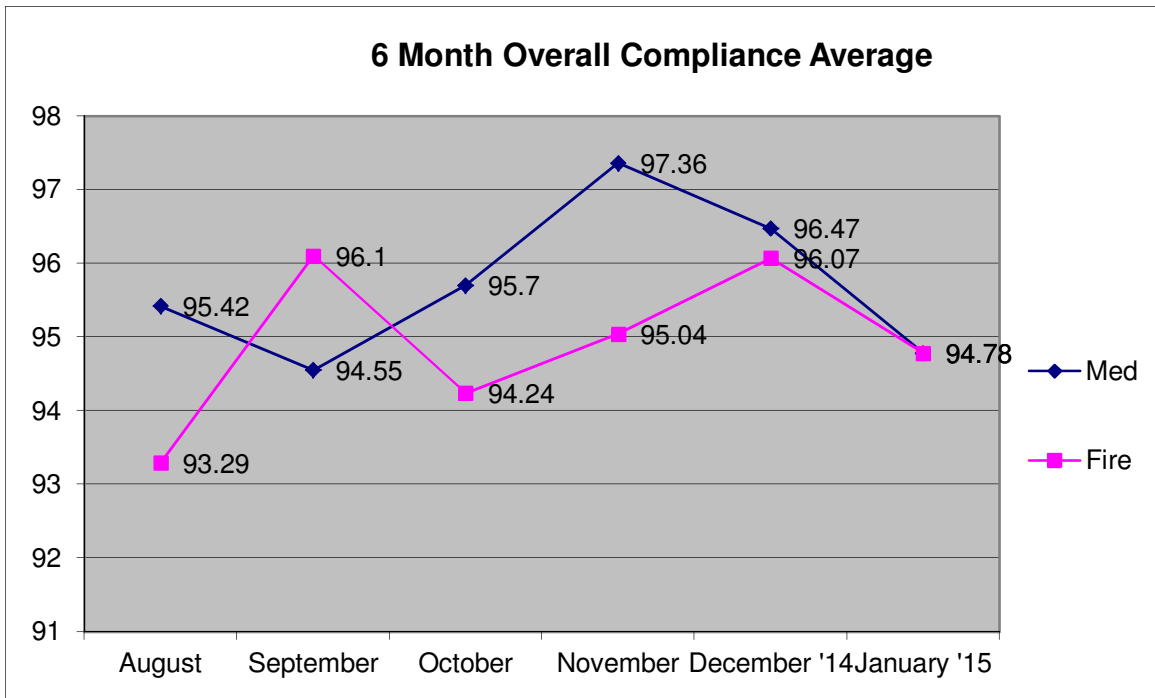
- **Total Calls – 43,059**
- **Abandoned Rate –13.46% (5,795)**
 - **89.92% (5,211) with in 0-15 seconds**
- **Average Answer Time – 00:00:07**
- **Average Talk Time – 00:02:03**

January – 2015 Answer Times ACD (Incoming-Abandoned)



- **Total Calls – 14,315**
- **Abandoned Rate – 12.09% (1,731)**
 - **90.41% (1,565) with in 0-15 seconds**
- **Average Answer Time – 00:00:07**
- **Average Talk Time – 00:02:00**

Quality Assurance scores:



Process times for pre-alerted calls

357 Calls	P/A Save	TTD all Pre-Alerting Q4 2014	Average
0:01:03	Average	0:01:28	Average
0:00:55	Median	0:01:15	Median
0:01:50	95th	0:03:15	95th
0:01:30	90th	0:02:30	90th
0:01:26	85th	0:02:08	85th
0:01:18	80th	0:01:57	80th
0:01:12	75th	0:01:46	75th
0:01:08	70th	0:01:36	70th
0:01:02	65th	0:01:29	65th
0:00:59	60th	0:01:23	60th
		0:01:19	55th
		0:01:15	50th
		0:01:10	45th
		0:01:06	40th
		0:01:01	35th
		0:00:59	30th

NOTE: The numbers in the salmon-colored columns show time savings, the right-hand numbers are TTD (time to dispatch). That is, the average process time savings when doing pre-alert is 1m 3 seconds, and the total time from call-receipt to dispatch for pre-alerted calls is, on average, 1m 28 seconds (which meets the 90 second process time objective for those calls that receive an allowance...HAZMAT, language line, those calls needing pre-arrival instructions (PAI), et cetera). The “savings” numbers are the same as the amount of time the call-taker is in the ProQA software (that provided by Priority Dispatch Corporation) for working up the final determinant...the point at which the ProQA program would otherwise have “dispatched” the pre-alerted call.

92 Calls	P/A Save	TTD all Pre-Alerting January 2015	
0:00:57	Average	0:01:29	Average
0:00:51	Median	0:01:14	Median
0:01:30	95th	0:03:21	95th
0:01:20	90th	0:02:20	90th
0:01:17	85th	0:02:14	85th
0:01:10	80th	0:01:55	80th
0:01:08	75th	0:01:45	75th
0:01:06	70th	0:01:38	70th
0:01:01	65th	0:01:30	65th
0:01:01	60th	0:01:25	60th
		0:01:22	55th
		0:01:14	50th
		0:01:10	45th
		0:01:07	40th
		0:01:04	35th
		0:01:00	30th

Operations

Communicator Staffing (as of February 9, 2015)

- 100% (of budgeted levels)
- Will be as much as 8 over starting Feb 23 (class of pre-hires begins)

Forced Answer feature

- PSC will begin a pilot (this month) wherein 9-1-1 calls will go directly to call-takers who are logged in as “ready”, instead of call-takers needing to manually select the answer “button” on the computer. This feature is common in commercial call centers and not uncommon in PSAPs.
- This feature should further reduce the average call answer time, assure the meeting of the NFPA answer time standard, and, perhaps, reduce abandon calls.
- PSC personnel were introduced to this change at the Jan 5-9 in-service sessions.

SOGs (standard operating guidelines)

- SOGs continue to be produced and implemented, primarily for LE calls due to the absence of the Emergency Police Dispatch (EPD) protocols; they are displayed as a job aid on the CAD screens when a related call type is opened by the call-taker.

EMS banquet (saves celebrated)

- 11 PSC Communicators will be honored along with Fire/EMS crews at the annual EMS banquet on February 21st at Turner Hall.
 - 14-085929 – Nathan Waite
 - 14-109378 – Mindy Fleming
 - 14-129886 – Joe Wissinger
 - 14-134023 – Pete Brower
 - 14-136114 – Anita Barman
 - 14-176142 – Leslie O’Kane
 - 14-206333 – Rick Hammond
 - 14-245405 – Kelsey Vike
 - 14-278488 – Trevor Coogan
 - 14-287922 – Lynne Hettrick (retired)
 - 14-326177 – Breana Olivas

Noteworthy events

- A list of these events/highlights can be seen on our home page located at: www.dane911.com

Complaints

#	Date	Customer	Complaint	Findings	Result
2014 Q4					
14-64	10/25	MFD	Info not relayed to responding units	Sustained	Training
14-64	10/25	FIFD	Info not relayed to responding units	Not Sustained	N/A
14-65	11/3	BGFD	Call entered in wrong jurisdiction	Sustained	Training/Policy & Procedure
14-66	11/17	MHFD	Times not meeting NFPA	Sustained	Working on NFPA reqs
14-67	10/1	MPD	Failed to send appropriate backup	Sustained	Training
2015 Q1					
15-1	1/12	MPD	Bad Location / Communications Error	Partly sustained/Partly Exonerated	Training
15-2	1/22	MHFD	Location Error	Sustained	Training/Discipline/Technology

Quarterly Training Update

- **Class 2015-1**
 - **Monday, January 5th, 9 new employees began the intensive training program. Thus far all have completed the following; NAED Emergency Telecommunicator Certification, Emergency Medical/Fire/Police Dispatch Certification, American Heart Association Professional Rescuer CPR training, Crisis Intervention and Stress Management, Dane County/Madison geography, and much more. These trainees will transition to 'on the job' training this week.**
- **Class 2015-2**
 - **An additional training academy class of 8 is scheduled to begin on Monday, February 23, 2015.**
- **In-Service Training**
 - **All department employees attended a 4 hour in-service the week of January 5th. In-service topics included a current situation report from the Director, policy & procedure review, Legal/Ethics update from Corporation Counsel, and Workplace Civility/Change Management training from IMPACT Workplace services. An additional 4 hour in-service is currently being planned for April. Topics have not yet been solidified.**
- **Cross Training**
 - **We've been busy getting employees cross trained at different positions since mid last quarter. At least 7 Communicators are currently in training, and an additional 7 or more have been trained/certified since last quarter began.**

- This cross training does slow down once new hires begin OJT due to the increased demand for Communications Training Officers, and the impact that training has on operational tempo.
- **Supervisory Training**
 - Communications Supervisor Sue Dalma completed the City of Madison Supervisory Academy in January. Supervisors Prochaska & Ehlenfeldt will be scheduled to attend the next offering of the Academy.

Technology

Computer-aided Dispatch (CAD)

- Trouble tickets down to 61; P3 = 31; P4 = 20; P5 = 10.
- Meetings continue to be held with TriTech support staff;
 - Weekly meetings with customer service manager and technologist, primarily regarding the “top 10” that have operational impact. For example, slower-than-specified screen painting/popping continues to occur, more often than users are comfortable with.
 - Bi-weekly meetings with the VP of Customer Service on items that remain concerns but are outside the wheelhouse of the weekly meetings.
- Satisfaction with the product remains fairly high among field users, and, more and more PSC users are becoming comfortable with the software...but not enough for us to stop pushing for continuous improvement of the software.
- We continue to request and receive the latest versions/updates in order to garner as many of the software updates/improvements that we can.

Radio

- Legacy (current) system continues to be used for daily dispatching.
- DaneCom (used only for paging and for 3 mutual aid channels);
 - As-built (already contracted for)...ready summer of '15 (but may or may not be deployed as soon as ready; deployment may wait until the enhancements are ready)
 - Includes the 8 towers currently (almost) ready
 - Additional update of the radio software and the frequencies will be installed before initial deployment is possible.
 - Reps from Cities and Villages and Towns Associations, along with Exec Board members of Police, Fire, EMS Associations were asked to consider enhancements and consider phasing plan last Thursday during a ~90-minute briefing.
 - No clear consensus on phasing nor satisfaction with re-design was attained.

- Enhanced (some budget in-hand; more needed)...ready summer of '16;
 - 3 or 4 more tower sites envisioned; Harris still completing re-design recommendations...objective remains better in-building coverage in incorporated areas of the county.
 - Paging and analog tactical sub-system improvements also possible.
 - Mutual aid sub-system would see its completion with a 3rd tower site (at Brigham County Park) added.

NG9-1-1 phone system (and “text-to-911” capability)

- Interim text-to-911 using a web-based service may be pursued if the phone system acquisition is delayed till after the DaneCom implementation.
 - Text messaging and (later) picture/video delivery to 9-1-1 from the field is likely to increase processing time and thus require more staff to handle in-coming “calls” (which will include texts and pictures/videos).
 - The rough estimate of texts’ arrival: 2015
 - The rough estimate of picture/video arrival: 2017
- The phone acquisition would provide for a next-generation (ready) system;
 - Capital budget includes \$1.1M in '15 to cover all non-recurring costs of acquisition
 - NG9-1-1 won’t be fully realized until an internet protocol (ESiNet), dedicated network is available in this region.
 - State legislation (lack thereof) has hampered funding of hardware and software upgrades for WI PSAPs...the telcos are hesitant to upgrade WI without seeing funding from phone bill surcharges.

Miscellaneous

Overtime updates

- I will continue to provide at least monthly reports as I have recently via e-mail.

Reason OT worked	<u>PP1</u>	<u>PP2</u>	<u>PP3</u>	<u>PP4</u>
Short Staffed	300	452	352	340.1
Training Purposes	8	232.74	13.5	1.5
Sick Leave	155	108	136.83	148.67
FMLA	4	0	16	4
Vacation Leave	48	177.5	204	108
Holiday Leave	307.67	116.5	183.5	124
Meetings	2.25	0	0	11.33
Special Events	0	36.67	0	48
Special Projects	0.5	2.5	1.5	0.5
Acting Supervisor	0	0	4	0

MISC	4	0	16	24
CAD	1	0	10.5	4.5
RADIO	0	0	0	0

TOTAL OT	830.42	1125.91	937.83	814.6
Mandatory OT	56	63.5	76	52
% Mandatory OT	0.067436	0.056399	0.081038	0.063835

# Employees working OT	53	64	56	56
Average # hrs per employee	16	17	17	15

2015 priorities (presented to the County Executive)

- DaneCom finalization (and legacy radio maintenance):
- CAD shepherding:
- Text-to-911 implementation:
- Improve performance measures:
 - Answer time (for 9-1-1 calls via “forced answer”)
 - Abandon call rate
 - QA scores and case review numbers
 - Process times (via pre-alerting) is a separate and not straightforward topic
- Improve internal excellence (focus on mission accomplishment...the topic of the Jan 5-9 four-hour sessions with employees)
 - Retention,
 - SOPs/workaids,
 - Internal quizzing and scenario reminders
 - EPD replacement,
 - Dispatch QA,
 - Risk management reporting form for self-reporting
 - Cross training
 - some, the “piece workers”, debate if this leads to excellence and therefore prefer specialization
 - Use of Guardian Tracking (more than just admin tool).
- Improve external communications (with users/customers).

Public Safety Communications Advisory Commission (PSCAC)

- The inaugural meeting of the PSCAC occurred on December 17th. Although the meeting was being viewed as an organizational meeting and election of officers was listed on the agenda, none were selected.

- The next meeting is tentatively schedule for mid-March and will include election of officers, a DaneCom update (and possible discussion on phasing the implementation), and an update on pre-alerting.
- The 10 member Commission includes:
 - A/C Laura Laurenzi representing the EMS Association,
 - Division Chief Tim Mrowiec for the MFD Chief,
 - Chief Craig Sherven for DCCOPA,
 - Chief Aaron Harris for DCFCA,
 - Captain Richard Bach for the MPD Chief,
 - Jeff Hook for the Sheriff,
 - Dave Nachreiner for the Madison Radio Shop,
 - Fred lausly for the LIO,
 - Paul Kronberger as the Madison CIO,
 - Marvin Klang as County CIO.

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE