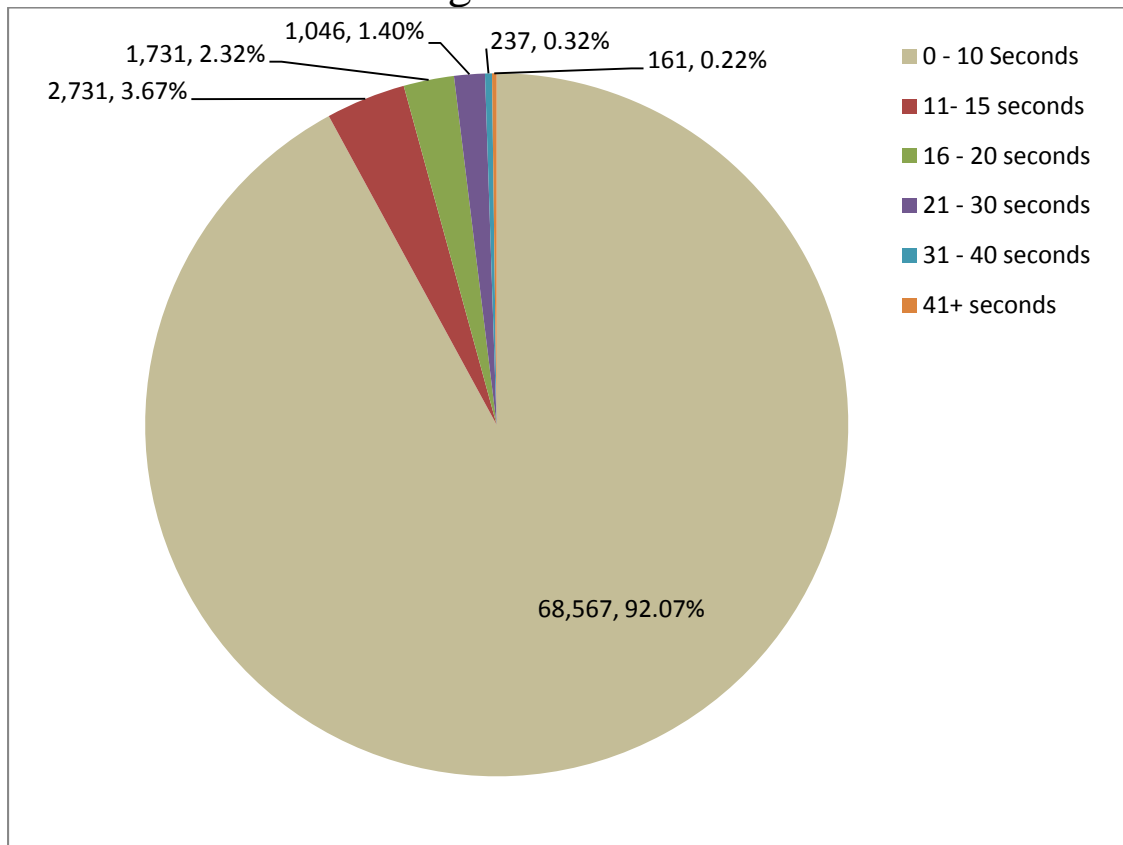


**Quarterly Report (CY '15, Q3) to the
Public Protection and Judiciary Committee
Regarding
Public Safety Communications
November 23, 2015**

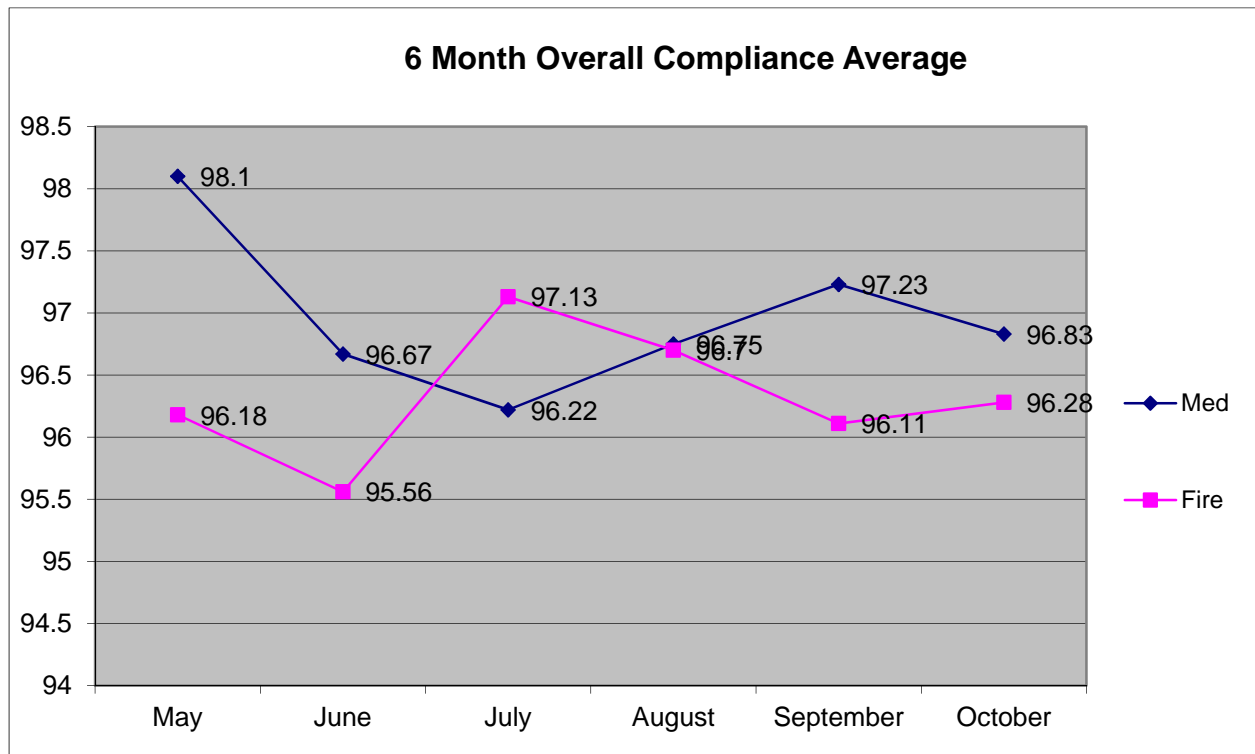
Performance Measures:

**Q3 – 2015 (& thru Nov 15)
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls**



- **Total Calls – 74,473**
- **Abandoned Rate –10.98 % (8,179)**
 - **92.02 % (7,527) with in 0-15 seconds**
- **Average Answer Time – 00:00:06**
- **Average Talk Time – 00:02:13**

Quality Assurance scores:



Pre-Alerting Notes

Pre-Alert committee formed in 2013

- Committee Members;
 - Dane County Fire Chief's Association
 - Dane County EMS Association
 - Dane County Public Safety Communications Center [9-1-1] (PSC)
 - City of Madison Fire Dept.

Definitions

EFD:	Emergency Fire Dispatch protocol
Final Determinant:	The final dispatch code received, after completing the EFD protocol
Pre-Alerting:	Taking actions to alert a Fire Department, prior to receiving a final determinant using EFD.

TTD: The TOTAL TIME to DISPATCH begins when a communicator picks up a 911 call, and ends when a responding unit is assigned to the incident.

Case Entry: The initial information gathered at the beginning of a 911 call. This includes address, name, phone number, and type of incident (PD/FD/EMS).

Chronology

May 5, 2014

Pre-Alerting began for all Dane County fire departments.

- 4 incident Types designated to be 'Pre-Alerted'
 - Structure Fire
 - Vehicle Fire
 - Outside Fire
 - Significant Rescue (loosely defined-seldom used)

June 1, 2015

City of Madison Fire Department began getting Pre-Alerted to ALL fire calls.

August 1, 2015

PSC changes the case entry procedure, from asking 4 questions to 2 questions (Address of the emergency and type of incident).

October 5, 2015

PSC began Pre-Alerting municipal (County) fire departments to ALL fire calls.

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 – October 31, 2015	249 incidents	Median TTD = 0:53 (County Fire Data only from Oct. 5th)
	412 incidents	Median TTD = 0:51 (MFD Data only)

Most recent month 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.:

All MFD FIRE Calls -		All COUNTY FIRE	
Oct. TTD	390	Oct. TTD	Calls - 216
0:00:58	AVERAGE	0:01:00	AVERAGE
0:00:50	MEDIAN	0:00:53	MEDIAN
0:02:00	95th	0:02:00	95th
0:01:36	90th	0:01:44	90th
0:01:23	85th	0:01:29	85th
0:01:14	80th	0:01:17	80th
0:01:08	75th	0:01:09	75th
0:01:03	70th	0:01:04	70th
0:01:00	67th	0:01:01	65th
0:00:58	65th	0:01:00	64th
0:00:55	60th	0:00:59	60th
0:03:31	MAX	0:02:50	MAX
0:00:28	Standard Dev. Sample	0:00:29	Standard Dev. Sample

(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.

Communicator Staffing (as of November 20, 2015)

- We are currently 4 FTE above budgeted staffing levels. A class of new Communicators began after Labor Day and 5 of the 6 trainees are still in the program and doing well. They will begin the OJT phase of their training right after Thanksgiving. January will again bring another round of pre-hire training (up to 9) to beef up staffing in readiness for the summer of '16 season.

SOGs (standard operating guidelines)

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

Noteworthy events

- A retired paramedic contacted the department to compliment Communicator Eric Vannoy for his handling of his 9-1-1 call for help after being strung by a bee. He said, in part, *"The call taker was great. He stayed on the phone with me to make sure I made it there. Also all the info I gave him was already given to the medics. The system worked great. Thanks to all your staff for the help that day."*
- PSC staff assisted the DCSO SWAT team during a training exercise. Communicators Stolpa, Olson, Stewart, and Communications Supervisor King were recognized for their participation.
- Communicator Kelsey Hanson was recognized by MPD for her work coordinating a response to an armed robbery.
- Communicators Vannoy, Moore, Lehmann, and Harmon were recognized for their combined efforts on an inter-state missing juvenile case.

Complaints

2015 Q2/3					
15-7	6/27	MPD	Officer Safety Concern	Founded	Training
15-8	7/8	DNFD	Delay	Founded	Training
15-9	7/29	FIFD	Failure to page	Founded	Training
15-10	7/29	ORFD	Radio Problems	Founded	Technology/Radio
15-11	9/1	MPD	Officer Safety – Failed to broadcast information	Founded	Training
15-12	9/7	MPD	Data Entry Error	Founded	Human Error
15-13	9/15	Citizen	COMPLIMENT		
15-14	9/23	Citizen	Delayed Response	Founded	Policy & Procedure
15-15	9/30	ORFD	Radio Problem	Founded	Technology/Radio

Quarterly Training Update

Cross Training

- **Cross training staff at different radio positions continues with 10 Communicators gaining certification during Q2 and Q3.**
 - **July 1 – November 15**
 - **5 Suburban Law Dispatchers**
 - **2 Data Operators**
 - **2 Fire Dispatchers**
 - **3 MPD Dispatchers**

Q3 In-Service

- **All Operations staff participated in a 90 minute in-service covering new call-taking procedures, as well as some refresher training on day to day operations.**

Q4 In-Service

- **Operations staff will attend 90 minutes of training including a presentation from MPD to reinforce how MPD operates, and the critical nature of our role in their operations.**

Training Academy

- **Communicator Class 2015-3 completes classroom training, and begins On the Job training, this week. 1 Communicator from the class resigned just 2 weeks into training, realizing that being a Communicator wasn't for him. Over the next 8-10 weeks, the other 6 Communicators will work to become certified as Call-Takers and Data Operators.**

Technology:

Computer-aided Dispatch (CAD)

- A hour+ CAD outage occurred the evening of Nov 18th due to a hardware failure in the fault-tolerant Stratus server. No serious operational impact ensued, just good (hard) work by the operations staff to cope with the outage and good (smart) work by the technical staff to quickly convert to the DR (disaster recovery) server. The Stratus server and accompanying logs have been checked by the manufacturer, who has cleared it back to duty. Technical staff have been comparing notes with other sites and plan to hold the Stratus server in reserve as the (DR) server for the foreseeable future.
- 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 at 55.
- Meetings continue to be held with TriTech support staff;
 - Weekly meetings with customer service manager and technologist, primarily regarding the “top 10”. For example, slower-than-specified screen painting/popping continues to occur, more often than users are comfortable with. **Progress continues at a slow pace, but we continue to enjoy the excellent efforts of one TriTech technologist who has been assigned to our tickets.**
 - **A new service manager for TriTech has been moved into position for the CAD product we have. First impressions are good...and she seems to understand the limitations to ticket resolution we have been laboring under.**
- PSC Technical staff are also producing 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 will improve upon).
 - **The CAD4CAD interface is essentially ready and will be in use on or about January 1, at least with Sun Prairie and perhaps with other surrounding PSAPs who were briefed on the capability on Nov 18th. At that point in time, we expect to receive all of Sun Prairie’s 911 calls and will begin dispatching for all their Fire and EMS incidents. They will continue to dispatch their own LE events (same as Fitchburg has been doing for years).**

Radio

Current State:

- The “legacy” system continues to provide service and be maintained by the Madison Radio Shop. It provides daily-use voice comms and some mutual aid.

- DaneCom is providing paging services and some mutual aid. It is being supported by General Communications.
- **Bi-weekly meetings with the Radio Shop and GenComm continue to ensure coordination and follow-up on legacy system and paging hiccups. Field users are invited to “attend” via conference call, but, by and large, they are reporting in a real-time fashion if/when system shortfalls or questions arise in the course of normal operations.**
- **Any necessary investments in new hardware to keep the current system operational are being accomplished (e.g. new antennae have been purchased and installed in the last year).**
- **Some traffic is being moved to already-completed DaneCom infrastructure when the opportunity or need arises. We’re currently moving legacy microwave traffic among CCB and Roxbury and Eisner to the DaneCom network to prevent blockage of the legacy signals as construction occurs across the street from the CCB.**

Future State (DaneCom expanded):

- 2016 (second half) is still the expected implementation date for the remainder of DaneCom. **Thanksgiving 2016 appears to be the new implementation date, but it needs to be documented in the forthcoming Amendment 7 to the original contract.**
- DaneCom will include all P25 daily-use channels (10), analog-tactical channels (2) for in-building use such as fires or active assailant incidents, mutual aid channels (7), and paging.
- Coverage expansions will be done for the P25 daily-use, paging, and analog- tactical channels. Expansion of coverage will occur due to transmitting/receiving equipment being added at locations in DeForest, Stoughton, Deerfield, and via a move of equipment from north of Stoughton to the county-owned tower near Rockdale. Mutual aid channel coverage will be brought up to agreed-upon coverage with the addition of transmitters/receivers at the Brigham County Park tower. **Leases for the work at Stoughton and WJJO (Deerfield) have been completed and the MOU with the State of WI for colocation on the State Patrol tower in DeForest is expected in about 2 weeks. Construction work at Rockdale and Brigham parks was recently authorized by the County and should begin still this year.**
- **A lease modification for WJJO is expected in order to proceed quickly with construction without unnecessary permitting.**
- General Communications will be sub-contracted by Harris Corporation to maintain all. Harris will be contracted to remotely monitor the systems electronically and report issues to the County, to GenComm, or to service personnel within their own organization (depending on the severity of the issue).
- Q2 Update: The County Board has approved the contract. The Customer Design Review (CDR) step of the process has been completed (in 2 stages) and an amendment to the contract will be proposed based on the results (e.g. the original contract assumed newly built towers in DeForest and Stoughton, but the CDR proved the viability of using existing towers at those sites).
- **Q3 update: see bold-font above...**

Phone System

- A next-generation (NG9-1-1) ready system is being sought to replace the current system that is end-of-life and is being supported on a best-effort basis by AT&T.
- Elert and Associates of Stillwater, Minnesota has been selected to assist as a consulting engineering firm to write an RFP, assist with the selection of a vendor, and perhaps assist with the implementation phase.
- A kick-off meeting with the Elert project manager and subject matter expert occurred on July 30th to lay out plans for the acquisition. Technical review of existing systems started the week of August 10th, and interviews with operations staff are occurring the same week as this report.
- Acquisition and implementation should occur in the 2nd and/or 3rd quarter of '16.
- Notes on NG9-1-1: Next generation features include text-to-911, pictures and videos to 911, and the ability to "log into" the 9-1-1 system (by call-takers) from remote/disperate locations either during a PSAP shut-down and during high-volume times. The system is designed to run on an ESInet (emergency services network)...essentially a private/secure internet network. Some of the features (e.g. the ESInet) will not be initially available.

Q3 update: The RFP is on the cusp of readiness for release. Proposals will be due shortly after the holidays. Implementation is expected to be concurrent with the opening of the East District Campus (EDC) back-up center so that the back-up devices for this mission-critical hardware and software can be located there. Opening of EDC and installation of the new phone system is tentatively scheduled for late June '16.

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.**

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.
- **It appears likely that this phase of consolidation may occur on/about January 1, 2016.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE