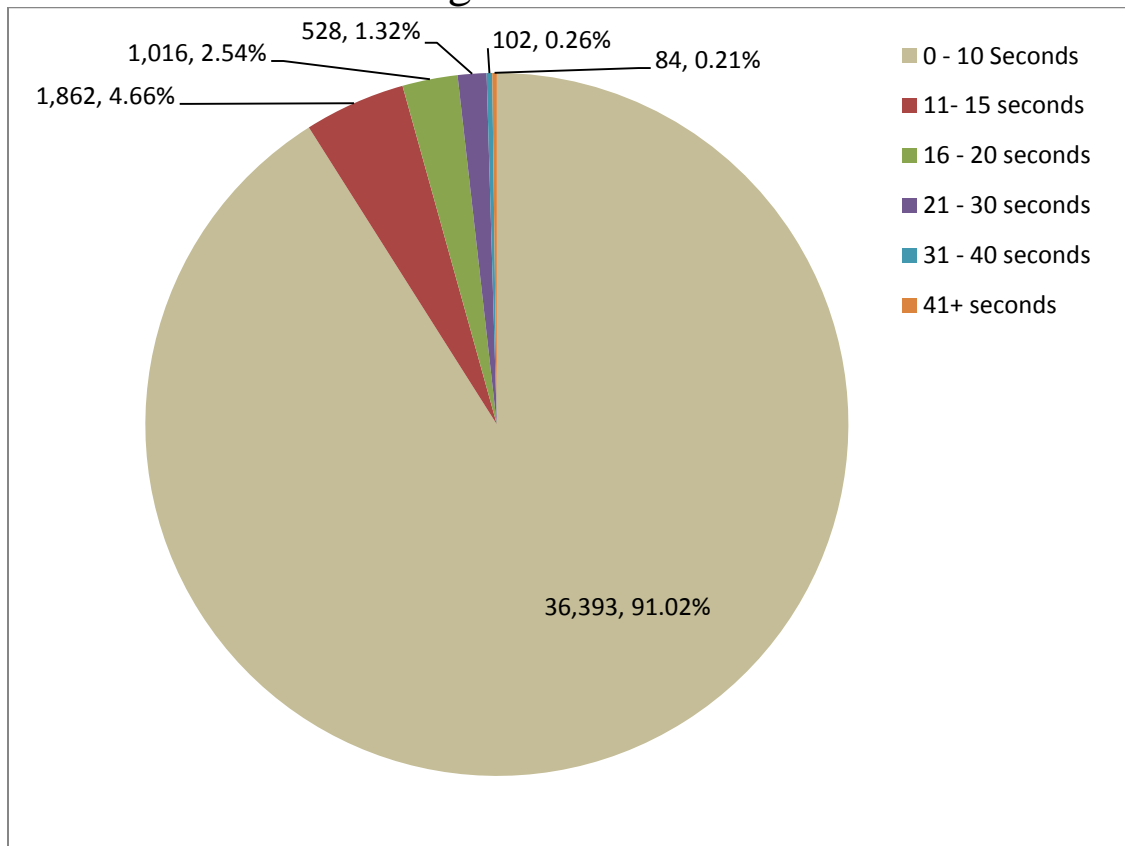


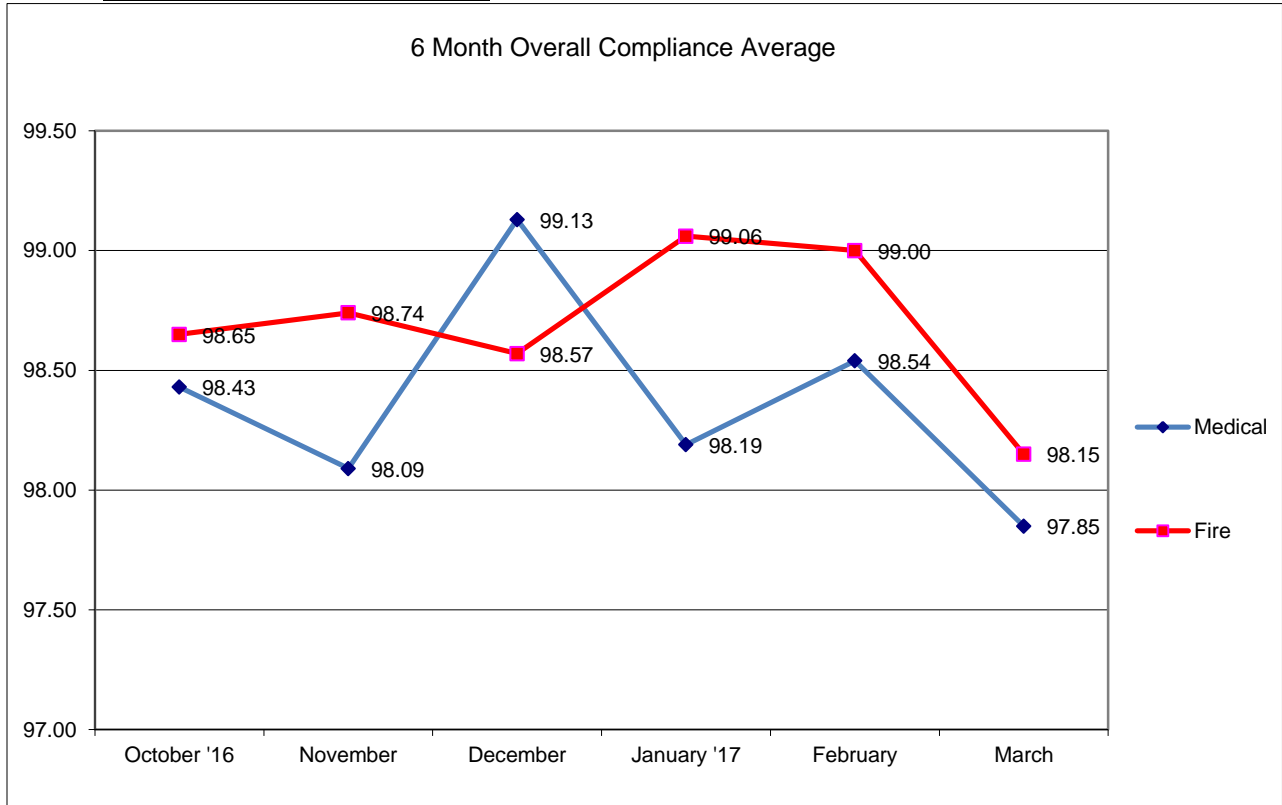
Quarterly Report (CY '17, Q1) to the
Public Protection and Judiciary Committee
Public Safety Communications
(written) May 4, 2017

Q1 – 2017
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls



- **Total Calls – 39,985**
- **Abandoned Rate -- 10.50% (or 4,199)**
 - **90.90% (or 3,817) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:02:23**

Quality Assurance scores



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

Q1 – 2017 Fire Calls
1,769 Calls

Goal (NFPA) for fire calls is 90% in 64 seconds

0:00:57 AVERAGE
 0:00:48 MEDIAN
 0:01:33 90%
 0:01:04 73%

Q1 – 2017 EMS Calls
9,331 Calls

Goal (NFPA) for EMS calls is 90% in 90 seconds

0:00:55 AVERAGE
 0:00:47 MEDIAN
 0:01:26 90%

(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 May, 2017)

- 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).
- The first class of 2017 began on January 9th and was comprised of 7 trainees. **All 7 remain and are finishing OJT with Certified Training Officers on the operations floor. Most are now certified (as of this writing on May 3rd).**
- We are presently 2 over budgeted levels (of 69 Communicators).
- A 0.5 Clerk position will be posted this month...position is designed to take care of record requests (from the public and from D.A./attorneys, etc.).

- Noteworthy events
 - On 1/14/17 Communicator Jon N. answered a 911 call which resulted in him talking a caller though delivering a baby. Jon was awarded a stork pin for his work.
 - On 1/16/17 a citizen called the department to thank Communicator Rick A. for *“being so kind to her”*, and that she was impressed with how nice she was treated.
 - On 2/12/17 Communicator Lauren K. handled a challenging call involving a child. An MFD EMS crew later thanked Lauren on behalf of the family for her help during this critical incident.
 - On 2/1/17 Communicator Robert H. handled a 911 call resulting in CPR instructions being given. Some weeks later PSC received a thank you card for Robert, stating in part, *“You have no idea how thankful we are for you and your expertise. Thank you for instructing and helping John do CPR..”* and *“... said more than once how amazing you were. We cant thank you enough!”*
 - On 2/18/17 Communicator Jon N. answered a 911 call which resulted in him talking a caller though delivering a baby. Jon was awarded a stork pin for his work.
 - On 3/17/17 Communicator Robin G. was recognized by the MPD for her handling of a situation where an officer needed assistance, stating in part, *“Robin did a great job picking up on what was going on with the officer on Channel 1”*.
 - On 3/18/17 Communicator Marlis L. handled a call reference a suspicious vehicle. The caller later contacted PSC to thank Marlis for *“providing wonderful service”* and doing *“a great job.”*

Complaints and Compliments

2017 Q1 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
17-1	1/4/2017	Citizen	Complaint – Treated poorly	Unfounded	Call-taker followed protocol

Quarterly Training Update

Q1-2017 In-Service (4 hours); the week of March 13-17, 2017

Topics:

- Radio/Interoperability
- Technology
 - CAD (Suburban PSAP's)
- Payroll
- 3Si Cash Tracking
- Question/Answer period

Cross training, Q1 '17:

- 1 – Suburban law dispatch
- 1 – Data
- 2 – Fire dispatch
- 1 – MPD dispatch

Technology:

Computer-aided Dispatch (CAD)

- Trouble tickets were at 123 as of the last week in January (**125 as of May 3rd**), 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. These meetings may move to monthly.
 - Fewer meetings lately with the service manager.
 - **Customer service VP and Service Manager are due to meet with us in May to (hopefully, begin to) address our concerns.**

- **Sun Prairie has joined us on the TriTech InformCAD platform, with only minor adjustments being made. Monona will be next, probably still in this first half of the year.**
- 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.
- **The "ASAP to PSAP" interface that will allow commercial alarms to arrive directly in front of radio dispatchers, bypassing a voice telephone call, is nearing completion and should also be working 1H17.**

Radio

- **Remaining Coverage Acceptance Testing began on May 1, and is expected to complete yet this month. Successful testing and completion of some punch list items should allow final payments to Harris for the DaneCom project.** We continue to communicate with stakeholders, receiving inbound trouble reports and sharing outbound updates like our other shared IT projects.

Phone System

- **We are working with Purchasing and Solacom to route a contract (RES-496) that should reach the full Board on May 18th with cutover in September.**
- 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 and practiced by staff and maintained by AT&T. **We have backup capability available at both our older Fitchburg Fire Department site, as well as the new Medical Examiner's Building at the East District campus, with full transition from Fitchburg to occur by summer.**
- **Text to 9-1-1 is still working (low volume of calls) in an interim fashion (low tech) and will be enhanced with the new system. Ultimate solution is with the ESInet that we're hoping the State will help finance.**

Public Safety Communications Advisory Commission (PSCAC)

- Quarterly meetings continue. **Commission met on April 19th.**

2020 Vision Plan

- 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. Either method is a conservative estimate that might appear lacking if staffing is formally studied or analyzed as we do with operations.
 - 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.
 - **An OT study has commenced with DOA assistance; it will be studied side by side with the staffing study mentioned below.**
- 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. Study is questionable due to Public Works (other) priorities.
- The engineering portion (what I am referring to as Phase 2) of this study may be deferred due to the busyness of the Public Works staff. However, Phase 1 (the needs assessment to determine if growth is needed) will hopefully be able to be accomplished in '17. **Informal, internal staffing calculations are being developed in conjunction with the 2020 plan update.**

- Peer Support training has been accomplished with 10 PSC employees (8 Communicators and 2 Supervisors) to be certified when 1 more day of training is accomplished. Training was done with 4 individuals from Waukesha County; the plan is to have a cadre of 14 people available for both Centers at any given time (to ensure availability of someone and to reduce the incidences of OT). This certification, the first in the nation, was accomplished in conjunction with the 9-1-1 Training Institute (recognized by NENA) and instructed by its principle, Jim Marshall.
- Mentoring (to bolster the EXCEL Supervisor prep program)...is also being pursued as a complementary program to the CTO (trainers) and Peer Support program.

Consolidations

Monona Fire dispatch was taken over by PSC on the morning of January 9th. A “virtual consolidation” of sorts was accomplished on 4/11 when Sun Prairie PD began use of the TriTech CAD and mobile applications. It and the impending Monona conversion to TriTech CAD reduces the chances of full, physical consolidation with those 2 municipalities.

“Accelerated Learning”

The PSC management team spent many hours in 2016 assessing risk and developing a list of things that pose possible threats to the PSC operations (and thus public safety). As a result, we have begun an initiative to combat a handful of the top 10 risks which included; “too infrequent training”, “not learning from experience”, et cetera. The initiative involves 4 teams of managers and supervisors with an eye toward improvement and thus reduced risk of operational problems.

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE