

The background features a dark blue gradient with a series of curved, parallel lines that create a sense of depth and movement. On the right side, there is a grid-like pattern of light blue lines that recedes into the distance, giving the impression of a tunnel or a futuristic architectural structure.

Dane County Public Safety Communications

PUBLIC PROTECTION & JUDICIARY COMMITTEE MEETING
JUNE 25, 2024

What is Public Safety Communications (PSC)?

- Public Safety Answering Point (PSAP)
 - Serves:
 - 21 law enforcement agencies
 - 26 fire departments
 - 21 EMS agencies
- 911 Calls
 - All wireless 911 calls for Dane County (with the exception of Middleton)
 - All landline 911 calls for Dane County (with the exception of Middleton and UW)

What is PSC (cont'd)?

- Non-Emergency Calls
 - Types of calls/Interactive Voice Response (IVR)
- Administrative
 - Criminal Justice Information Services
 - After hours services
- Non-Emergency Services
 - Parking Utility
 - Park Rangers
 - Highways
 - Animal Services

Dane County PSAP's

- Consolidated Center
 - Stoughton
 - Monona
 - Fitchburg
 - UW Police
 - Sun Prairie
 - Middleton
 - Capital Police
- 2022 RES-187 names PSC as Dane County's designated PSAP

Annual Budget*

- \$13.5M Operating Budget
 - Personnel account for 88% of the Operating Budget
- \$36.9M Capital Budget
 - New PSC building accounts for \$36.4M

*2024 Budget

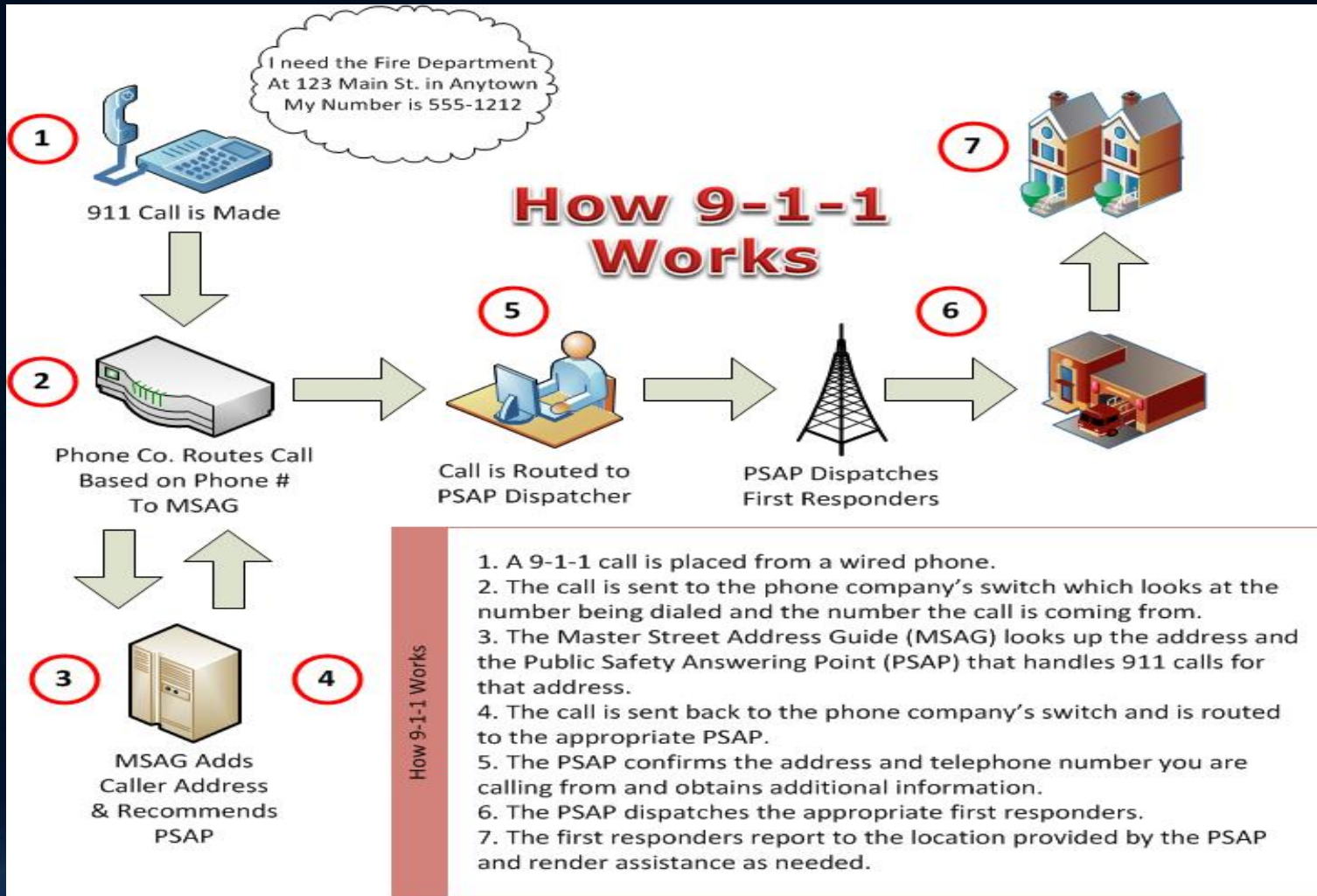
PSC Staffing

- **PSC has a total staff of 109**
 - 77 Communicators
 - 3 Customer Service Specialists
 - 1 Clerk IV
 - 1 Clerk II
 - 5 IT Specialists
 - 2 Quality Control Technicians
 - 10 Communication Supervisors
 - 1 Behavioral Call Diversion Supervisors
 - 4 Behavioral Call Diversion Specialists
 - 1 Training and Outreach Manager
 - 2 PSC Managers
 - 1 Tech Services Manager
 - 1 Director

Vital PSC Technology

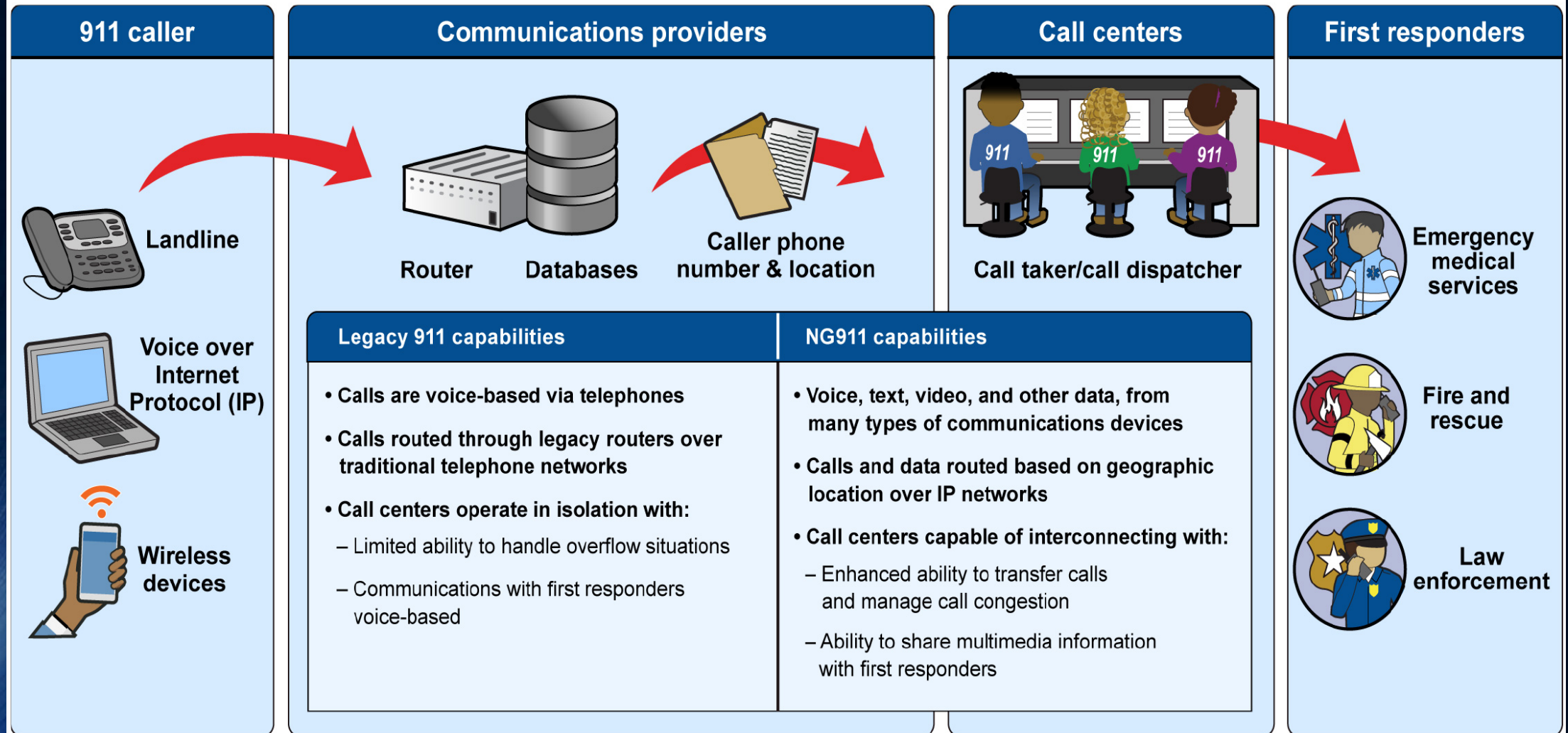
- Radio
 - DaneCom
 - DaneCom is the Dane County wide-area voice radio system. DaneCom is comprised of several radio subsystems, including a 10-channel trunked VHF P25 subsystem.
 - DaneCom uses a L3Harris Radio System
 - Maintenance and monitoring is provided by RACOM
- Telephone
 - Solacom Guardian 9-1-1 Call Handling
 - Solacom is the maintenance provider
 - ATT EsiNet
- Computer Aided Dispatch (CAD)
 - Central Square CAD
 - Central Square is the maintenance provider

911 Call Flow



How Does NG911 It Work?

Figure 1: Overview of 911 Communications and Dispatch Process



International Academy of Emergency Dispatch

Baseline Response Example		
All actual response assignments are decided by local Medical Control and EMS Administration		
Level	Response	Mode
ECHO	Closest Apparatus—Any (includes Truck Companies, HAZMAT, or on-air staff)	HOT
DELTA	Closest BLS Engine Paramedic Ambulance	HOT HOT
CHARLIE	Paramedic Ambulance	COLD
BRAVO	Closest BLS Engine BLS Ambulance (alone HOT if closest)	HOT COLD
ALPHA	BLS Ambulance	COLD
OMEGA	Referral or Alternate Care	

*Note: This is not to be considered the Academy's official recommendation for Baseline Responses.



Paramount for Medical (5.1.1.27d - 8/14/2018)

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3: Animal Bites / Attacks

:50

Entry KQ PDI/CEI DLS Summary

1. Type of complaint?

Animal bite
Attack in progress
MAULING
Multiple-animal situation
Other:

Caller Statement: my cat bit me

Question Answers Additional Information Problem Suffixes Determinants w/ Suffixes Det. Codes

MAULING (Savaging)
An attack that produces **serious, multiple wounds or injuries**, as opposed to a single or limited number of bites.

DANGEROUS Body Area	POSSIBLY DANGEROUS Body Area	NOT DANGEROUS Body Area
<ul style="list-style-type: none"> • Armpit • Groin 	<ul style="list-style-type: none"> • Abdomen • Amputation (excluding finger/toe) • Back • Chest (breathing normally) • Genitalia • Head (alert) • Leg, upper • Neck (breathing normally) 	<ul style="list-style-type: none"> • Ankle • Arm, upper • Collar bone (clavicle) • Elbow • Finger • Foot • Forearm • Hand • Hip/Pelvis • Knee • Leg, lower • Shoulder • Toe • Wrist

EXOTIC Animal
Any animal that may be **poisonous, dangerous, or whose risk is unknown.**

bruce
MPDS 13.1.150 8/8/2018
349981

O: NAE
C: NAE
P: STD

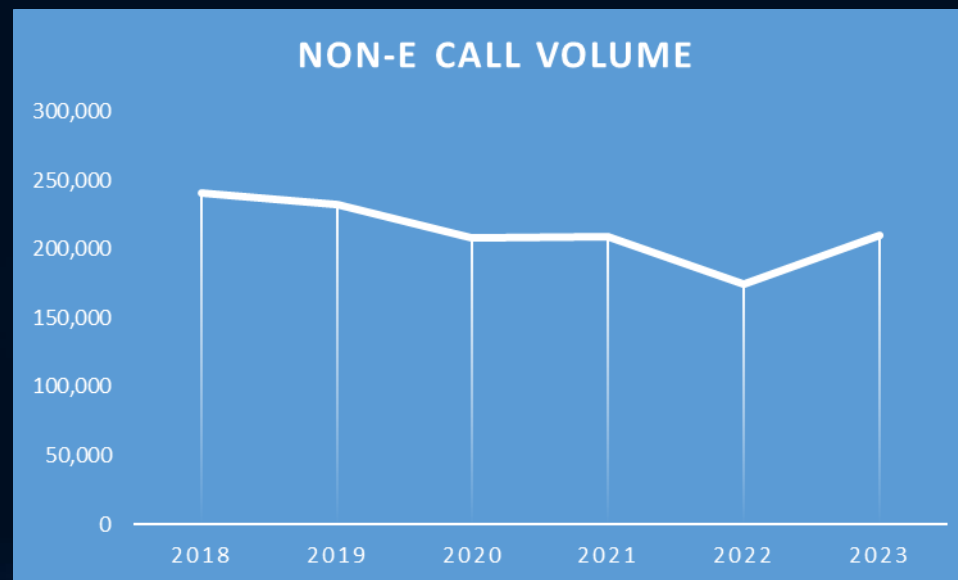
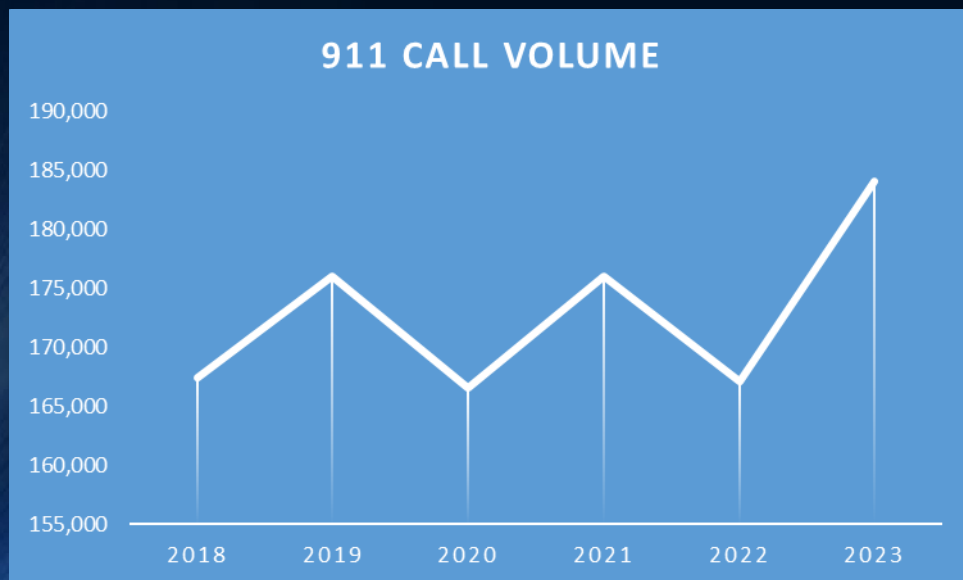
45-year-old, Male, Conscious, Breathing.

110 Regent St, 801-363-9127

Call Volume

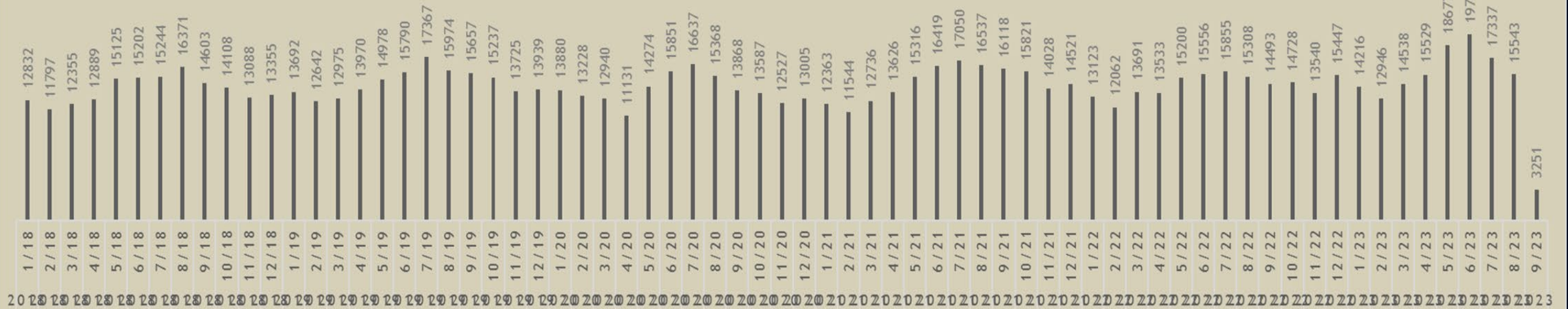
Year	911 Call Volume
2018	167,488
2019	176,032
2020	166,527
2021	176,081
2022	167,129
2023	184,125

Year	Non-E Call Volume
2018	240,201
2019	231,869
2020	207,962
2021	209,372
2022	174,127
2023	209,621



Seasonal Call Fluctuations

911 CALLS

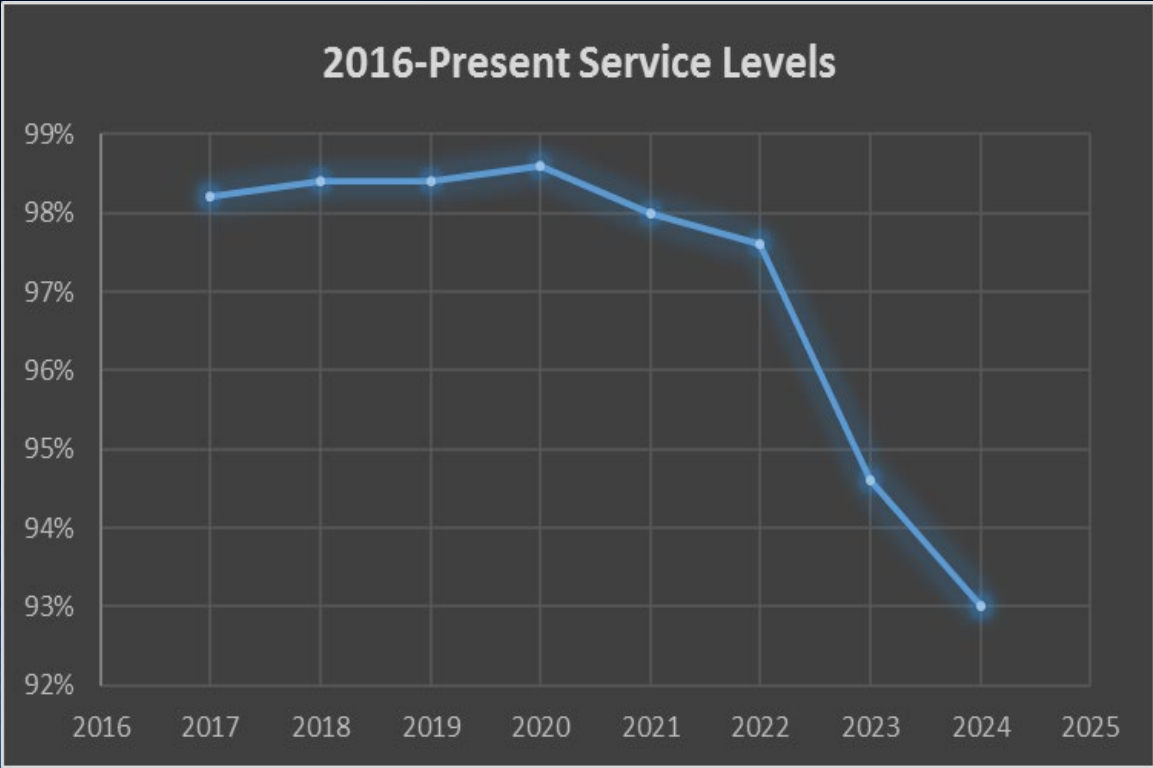


Staffing

- Post Positions
- Historical data is reviewed annually using an Erlang C formula to determine the correct amount of staff necessary to meet industry standard of 90% of calls answered in 15 seconds or less

Hours	Shift Minimum
0630-1030hrs	11
1030-1430hrs	14
1430-1630hrs	15
1830-2030hrs	13
2230-0230hrs	12

Service Levels



Behavioral Health & Call Diversion

- CARES
- Imbedded Mental Health and Call Diversion Staff within the PSC
- Provide correct triage and assistance to refer callers in crisis to correct agencies, including peer groups
- Assist in providing another resource for overdoses
- Similar agencies, such as Pima County have used similar models to resolve over 80% of crisis calls without a field response

Staff Wellness

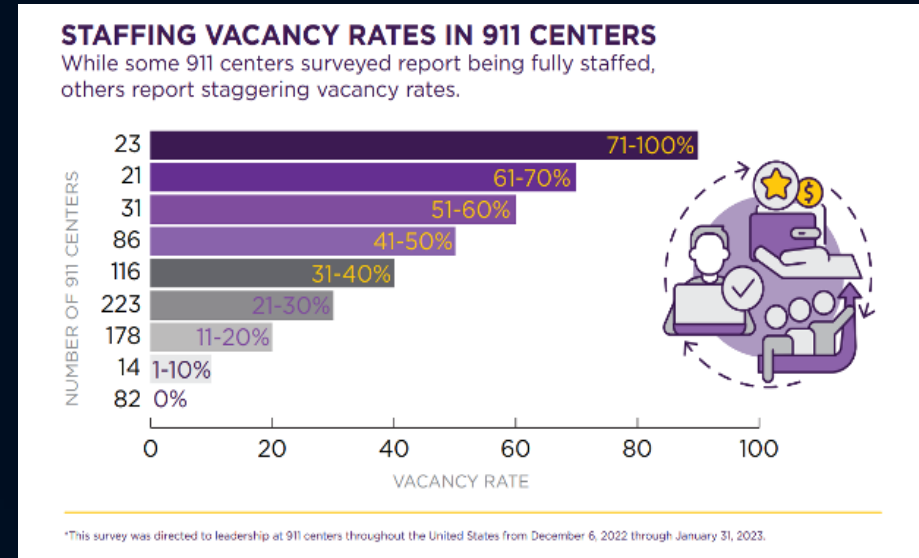
- Communicator and Supervisors are exposed to traumatic events at a rate that exceeds other first responders
- PSC utilized FEI Workforce Resilience to meet EAP needs
- Contracts with PSC's Psychiatry center to provide annual "check ins"
- Inclusion of Communicators and Supervisors at Critical Incident Stress Debriefings
- Restructure and rollout of Peer Support program

Diversity and Recruitment

- PSC has formed a partnership with Centro Hispano to offer multiple classes each year in certifying individuals as Emergency Telecommunicators as part of Centro's Caminos/Pathways program
- Worked with the Urban League of Greater Madison to provide hiring events, the last of which attracted over 120 interested candidates
- Continued focus on candidates with Foreign Language skills to meet the needs of our Community

Challenges

- Staff Turnover
 - PSC highest vacancy rate is 18%
 - Lengthy recruitment processes
- Training New Staff
- New Technology
- Increasing Costs of IM tools
- Limited capacity in current center



PSC's Future Building



Questions?