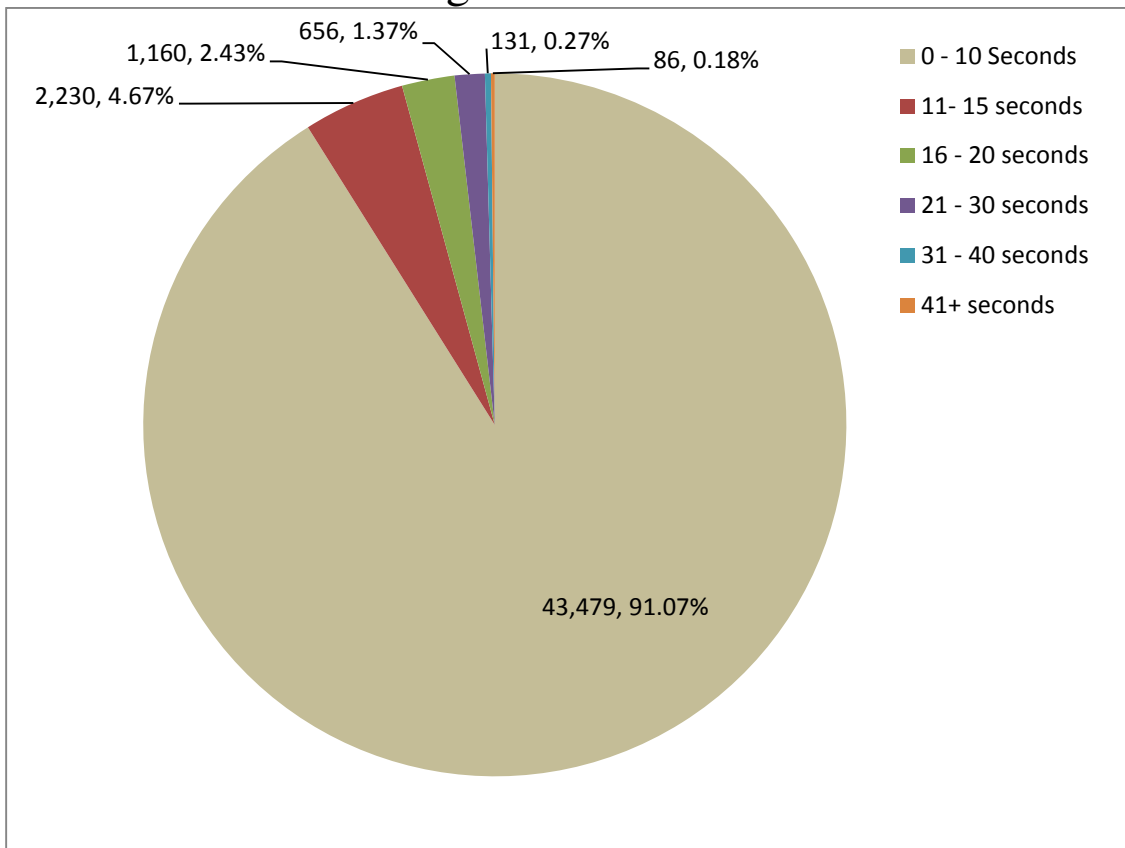


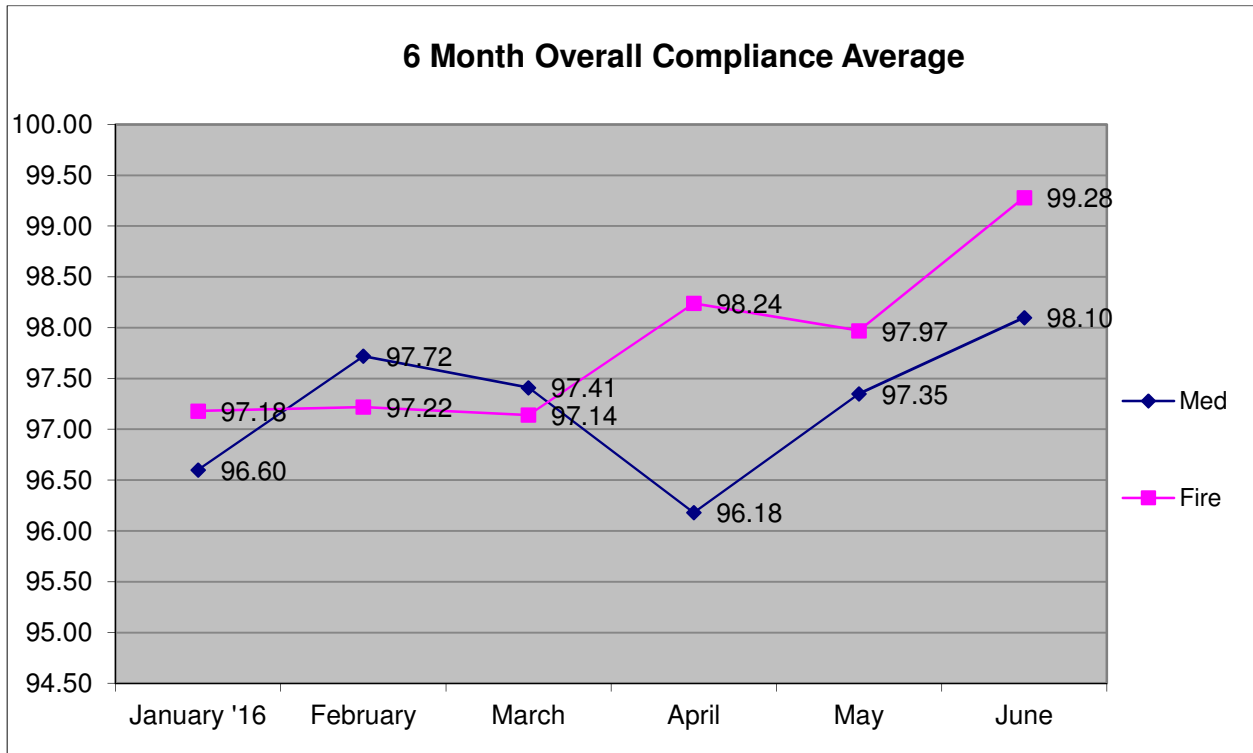
Quarterly Report (CY '16, Q2) to the  
Public Protection and Judiciary Committee  
Public Safety Communications  
August 23, 2016

**Q2 – 2016**  
**9-1-1 Answer Times**  
Automatic Call Distribution (ACD)  
Incoming & Abandoned calls



- **Total Calls – 47,742**
- **Abandoned Rate -- 10.67% (or 5,095)**
  - **92.09% (or 4,692) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:02:18**

## Quality Assurance scores



## Pre-Alerting Notes

Most recent months (April - June) shown with percentiles follows. Benchmark for '16 is 90% in 64 seconds; a tightening from NFPA from the 80/60 in '15 and prior.

0:01:09	Average-County FD Q2-16	0:01:02	Average-Madison FD Q2-16
0:00:55	Median-County 860 Calls	0:00:50	Median - MFD 1090 Calls

0:02:45	95th (1:46 NFPA)	0:02:14	95th (1:46 seconds NFPA)
0:01:43	87th	0:01:48	92nd

0:01:57	90th (1:04 NFPA)	0:01:37	90th (1:04 NFPA)
0:01:04	64th	0:01:04	70th

0:00:58	Average-County <b>FD Q1-16</b>	0:00:53	Average - <b>Madison FD Q1-16</b>
0:00:50	Median-County 725 Calls	0:00:46	Median - MFD 1,035 Calls

0:01:57	95th (106 seconds NFPA)	0:01:46	95th (106 seconds NFPA)
0:01:31	90th (64 seconds NFPA)	0:01:23	90th (64 seconds NFPA)

0:01:10 80th

0:01:05 80th

(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

- So far, not very many texts received and most of those received have been quick/mundane; however, the processing time needed for a text by a “call”-taker is envisioned to be longer than for a voice call (gathering data to determine how much longer)
  - Lots of texts (if/when they come) and long processing time might add up to a staffing issue over the years going forward (very true for video-to-911 that is coming also).
- A snapshot of activity was taken in February. It showed 7 intentional texts for the month (and 4 times that in unintentional texts...see next bullet for explanation of unintentional texts). The duration of the intentional “calls” ranged from 31 seconds to 12m 4sec; with an average of just over 6 minutes (standard deviation of ~3.4m).
  - These messages, we believe, are sent by a program / feature called “SOS” on newer Samsung cell phones. There are also other similar ‘SOS’ apps out there, but it is uncertain exactly how they work with the many wireless handsets available. This program / feature was designed to allow a user to simply press one button or combination of buttons, which would then send a canned text message and a location to one or more pre-selected phone numbers. It was not designed to be used to text 911, but some users have added 911 to their SOS text list as well. According to Sprint, if we receive a text message similar to the above, the user has pressed a button combination / activated the SOS feature on their Samsung phone. Apparently, pressing some sort of button combination on the phone initiates the “SOS” program, so it’s entirely possible that people are activating the program and sending the text without their knowledge. The good news is that Samsung is working on a program patch to the SOS program that will not allow 911 to be added to the SOS text list. The bad news is anyone that

has 911 in their SOS list now won't be affected by the patch – as 911 is already programmed into their SOS program.

- **A second snapshot was taken for the month of March. It shows: 4 intentional text exchanges for the month (of the 35 total). These 4 intentional texts averaged 13m12sec of duration.**
- The internet-based service delivering our and other PSAPs' texts has experienced a couple interruptions in recent months. We're not aware of anyone unable to reach us specifically because of this, which is a continuing reminder of the need to overhaul the nation's 9-1-1 system to more reliably and efficiently process multimedia messages.

### **Communicator Staffing ( as of 8/7/2016)**

The first 2016 class of 9 remains largely intact (1 person voluntarily left)...and doing great. Our second class of the year began August 5<sup>th</sup>...a great class of 5 candidates. The total strength for Communicators is +1. (two retirements, 3 departures, and 1 returned since last report).

### **SOGs (standard operating guidelines)**

- The Police Dispatch workgroup continues to meet monthly.
- Fire/EMS Radio Protocols meets monthly
- Fire/EMS Dispatch Review meets monthly
- PSC managers have been in contact with Priority Dispatch Corporation (PDC) and have been introduced to a new version of EPD that allows for local agencies to turn off individual questions if/when they feel they are superfluous. PSC will be investigating the protocol software to see if the perceptions/reality of the process being overly rigid and somewhat time-consuming have been addressed.

### **Noteworthy events**

- During the second quarter numerous PSC staff were recognized, mainly by user agencies for their work, either individually or collectively. We appreciate when user agencies take the time to recognize good work.
- MFD took the time to thank Rick H. for his work on a structure fire in April. Also in April, MPD took time to recognize staff on several incidents; Tammy & Christine for the way they handled a clearly intoxicated caller; and Lauri for her 'detective work' in tracking down information in a case; Zach & Michelle for their work on a call with a drugged subject creating a disturbance; and Christine (again) for her work with a suicidal caller.
- In May, TMPD Chief Gregory praised Kelly (on the air) for her working during a homicide case; while an MPD detective made note of Mike's great work during the

capture of a homicide suspect, and an officer called the supervisor to compliment Trevor on his abilities as a dispatcher.

- In June, several incidents brought with them compliments including a fire at All Metal Recycling, and a report of a law enforcement officer down, and needing help. (turned out to be a false alarm.)
- Finally in June, Communicator Tony Olson was recognized and thanked by a family after helped the father deliver his baby. The father wrote, in part, *“Our dispatcher was absolutely incredible and was able to help us deliver our baby boy at home”*. Tony later had an opportunity to meet the family.

### Complaints and Compliments

2016 Q2 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
16-6	4/22/16	MPD	Call Taking Error	Founded	
16-7	5/24/16	MPD	Call Taking Error	Unfounded	

The PSC Ops Manager and an MPD LT meet regularly (usually every other week) to discuss complaints, concerns, inquiries/questions, and compliments. Part of the objectives of those meetings is to ensure timely treatment and understanding of the complaints and concerns, including what feedback constitutes a complaint and what feedback constitutes inquiries or merely questions.

### Quarterly Training Update

- Q2; Apr.. 1 – Jun. 30, 2016 Cross training
  - 1 Suburban Law Dispatchers (In process)
  - 1 Data (In process)
  - 3 Fire/EMS (1 completed / 2 in process)
  - 1 MPD Dispatcher (completed)
  - Cross training was limited in April and May due to CTO’s being used for the new class.
  - Check rides continue
  - Q3 In-Service was held the last week of July, mainly focusing on EMD Version 13. Active shooter training (video) was also shown.
  - DaneCom radio console training is scheduled for Oct 24-28, 2016
  - 2 Communicators completed the Women’s Leadership Series provided by the City of Madison

## Technology:

### Computer-aided Dispatch (CAD)

- Internal work continues to replace servers with better-performing, virtual devices wherever possible, as well as security improvements.
- **Trouble tickets were at 108 as of the first week in August, 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.**
  - **Fewer meetings lately with the service manager.**
- PSC Technical staff have produced 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 improves upon). We are prepared to use this link in connection with receiving 9-1-1 calls from Sun Prairie in February.
  - **CAD4CAD successfully being used since February 1; and, now receiving all 9-1-1 landline calls from the City of Sun Prairie (wireless calls were already being received).**
- **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.**
- **Adding 2 or 5 years of software support past 2018**

### Radio

#### Current State:

- No change since the last report; legacy systems support most operations with some functions running on the new DaneCom infrastructure, with **now** weekly meetings among stakeholders to continue tracking on any needed maintenance and as we get closer to the cutover.

#### Future State (DaneCom expanded):

- The County will meet with Harris yet this month in hopes of finalizing Amendment 7 and again confirming the Thanksgiving 2016 implementation date. **A7 pends still. November implementation, however, looks likely.**
- **Field work continues or has been completed in areas including concrete, electrical, towers and shelters, as shown in photos below at Stoughton Racetrack and Deerfield WJJO.**



## Phone System

- **An RFP is on the street, with responses due mid-September for a 1Q17 implementation.**
- Progress and even opportunities for the ESInet (wide-area emergency services IP network) best able to power NG9-1-1 come slowly, but department staff are tracking or participating in efforts new in only the past several weeks:
  - The State CIO has hosted meetings with stakeholders to understand needs and opportunities in which the State might play a role. Topics discussed so far include centralized server hosting, network backhaul and potentially some role in NG9-1-1.
  - Funding continues to be recognized as a major issue and work continues among professional association and local government entities.
  - We also participate in work by the Interoperability Council related to 9-1-1.
- In the meantime, the current primary and backup systems continue to be used by staff and maintained by AT&T. AT&T is now advertising a nationwide ESInet rollout that we've been briefed on, but have not gotten cost estimates on. **Initial budgetary estimates provided by AT&T indicate the ESInet cost could be \$97K/month for Dane County alone.**
- We recently completed an annual review of a reciprocal call answering agreement with Rock County that's been in place for some years, and continue to prepare for this year's backup center improvements; two examples of a focus on maintaining operations of critical systems.

## Miscellaneous:

### Public Safety Communications Advisory Commission (PSCAC)

- A January (quarterly) meeting was held.
- An April meeting will be held on Wednesday, April 20th.
  - A call for (scheduled) Chair and Vice Chair elections will be on the agenda.
- **A July meeting was held on July 27<sup>th</sup>.**

### 2020 Vision plan being written

- Among many other topics, staffing changes due to video- and text-to-911 (mentioned above) , are being addressed.
- Plan includes sections on People, Processes, Technology, and Infrastructure.

- Upon completion of final draft, a peer review (other PSAP managers around the country) is envisioned before finalization and release.
- The budget impacting items are starting to take shape, however the report still needs to be finalized and vetted. Personnel increases between now and 2020 are looking like a possible increase of 4 to 11 Communicator FTE. The projected increase in Communicators is primarily due to consolidations and/or radio saturation that require another dispatcher-monitored radio channel. There is also a call for increased technical staff to the tune of one more Technical staffer. There is also rationale provided for increased overtime in the budget to cover roll calls and training, as well as to acknowledge the historical overages in this budget line item...totaling to about \$350K. Finally, there is also a call in the report to consider a new venue (certain scenarios show that the current center will be too small).
- **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.**
  - **Adding 1 Technical Services Division technologist staffer**
  - **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.**
  - **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.**
- **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.**

### **Consolidations**

- PSC now to take Middleton overflow phone calls and deliver the information relevant to their dispatching back to them via phone (now) and CAD4CAD (later).
- Monona officials will be visiting on April 15<sup>th</sup> to view the CommCenter; presumably to consider some form of partnership/consolidation. **No feedback received from that visit.**
- **There was some discussion with the City of Fitchburg about augmentation when they were having staffing difficulties (or foresaw same). That planning, however, has been tabled due to their staffing concerns being (temporarily?) alleviated.**



## **Budget (2017)**

- **The PSC budget was due on August 1.**
- **Highlights included:**
  - **0.5 FTE for a public records clerk**
  - **Deferring the above-mentioned requests for 4 Communicators, 1 Supervisor, and 1 Technical Services staff.**
- **Capital budget** (new items are in **bold** font; does not reflect changes indicated in DaneCom A7)
  - 2016 CAD server refresh (we need to carry these funds over for on-going improvements); balance of \$350K
  - 2017
    - Communications Center Expansion study = \$250K
    - 311 Implementation Planning = \$100K
    - Dashboard/Reporting Software (if allowable in capital) = **\$100K**
    - Administrative PC refreshes = \$ **10K** (each year going forward)
  - 2018
    - 311 Center buildout (**\$500K**...wild guess, based on work-at-home + EDC model)
  - 2019
    - 911 Center expansion or re-location = **\$5M** (another wild guess; a placeholder)
    - CAD re-design = \$100K
  - 2020
    - DaneCom server refresh = \$1.5M
    - Dispatch Center furniture replacement = \$200K (if needed; based on 2017 study)
  - 2021
    - Battery refresh = **\$8K**

**END**

**Caring X Communication X Capability (C<sup>3</sup>) = PERFORMANCE EXCELLENCE**