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# COUNTY OF DANE

## Public Safety Communications

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**Date:** July 17, 2014

**To:** Public Protection & Judiciary Committee

**From:** John Dejung

**RE:** 2014 (Q2) Director's Report of PSC Activities/Issues

**Noteworthy events** since our last report – A list of these events has been linked from our home page located at [www.dane911.com](http://www.dane911.com).

- Recent severe weather around the County had a large impact on PSC business. For the first time in PSC history, communicators were deployed to support field operations during the Verona tornado incident. Field users had very high praise for all involved in the deployment. Commendations for performance were issued to all PSC staff present during the storms. Verona Police Chief Coughlin provided a letter thanking the staff.
- On May 21 Communicator Amanda Kostroski assisted with the delivery of a baby boy who decided he couldn't wait to get to the hospital. The delivery took place in the backseat of a car stopped on the side of the road.
- The officer-involved shooting events of May 1<sup>st</sup> and 2<sup>nd</sup> put PSC staff to the test, which they met and exceeded. Sheriff Dave Mahoney and Chief Mike Koval both have been in contact with individual Communicators and the larger group on duty both of these days to express their appreciation for the outstanding support of their respective departments. Additionally, County Executive Parisi expressed his appreciation of our staff and their work during a PSC visit Friday, May 2<sup>nd</sup>.
- On April 12 Communicator Brenna Garrison (Class 2013-2) answered a 9-1-1 call for help reporting a male patient suffering from apparent cardiac arrest. Several days later the patient's daughter, a nurse at Meriter Hospital contacted me to compliment the compassionate and professional manner in which Brenna handled this very difficult call from her mother.
- On April 29<sup>th</sup> Communicator Jared Morrison answered a 9-1-1 call for help reporting a heroine overdose and person not breathing. Jared assisted the caller until EMS arrived, and the patient survived.
- Just a note of thanks to the dispatcher who instructed me to care for a woman, my neighbor, who was having a stroke on Mother's Day around 2 pm. He was calm and confident which kept me calm, too, until EMS arrived at 5XYZ Chapel Valley Rd. So thank you to the

dispatcher and the Fitchburg EMS team for the excellent work they do. You can be proud of them. The dispatcher involved was Eric Vannoy.

**Communicator Recruitment & Selection:** A new class of 6 began on July 14<sup>th</sup>. Additionally, 3 former employees, now working elsewhere in the County are working on a part-time basis. Likewise, 5 LTEs began training last week and will be utilized at “data” to free up full-time PSC employees to work the phones and dispatch positions.

**Communicator Staffing levels** as of July 14 2014 are (with the new class) -1 (or plus 1 if you include LTEs in the class).

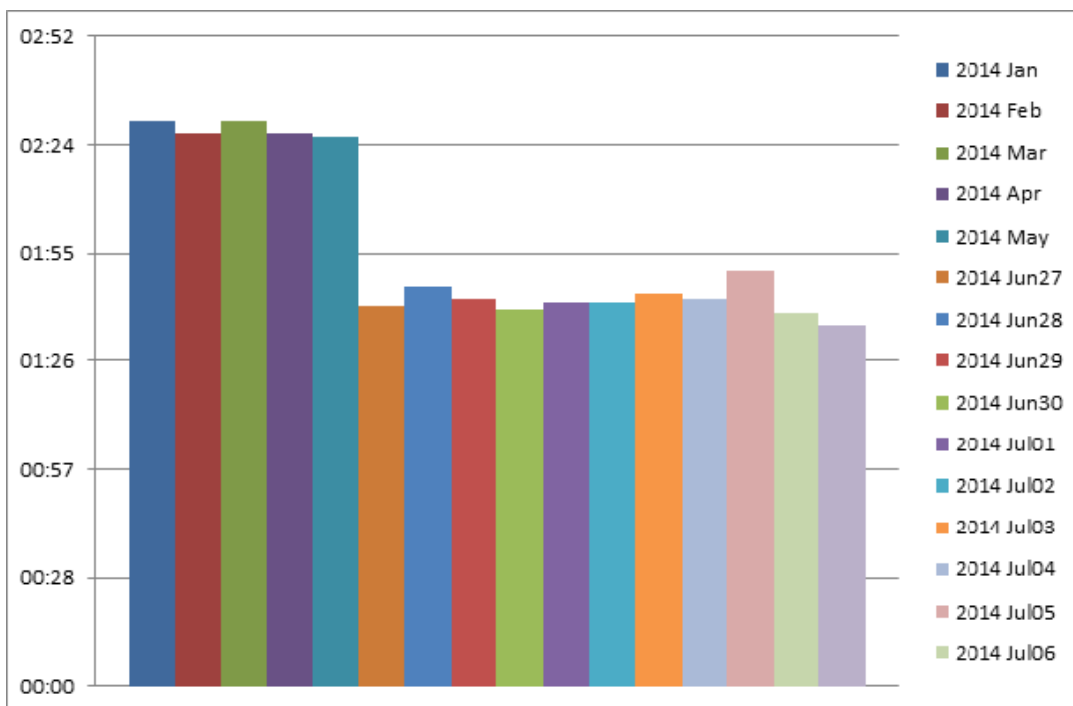
## Operations

- **Abandoned call queue implementation**
  - The Center Board directed that abandoned calls will be answered when no other incoming 9-1-1 calls are ringing in...this will place the emphasis on answering the currently incoming calls, not the recently abandoned ones. Abandoned calls will be called back just as soon as a call-taker is available to do so (after in-coming calls are processed).
  - AT&T has indoctrinated a critical mass of Supervisors and CTOs who are in the process of doing J.I.T. training of all others.
  - The queue will be implemented later this month (Monday, July 21<sup>st</sup>).
  - The queue will assist with the process by allowing any/all Communicators to access the abandoned call information and provide a call-back (rather than the one individual who answered a “hung-up” phone in the past).
  - The queue will provide a new answer time; that is, the answer time will be recorded as of when the caller abandoned, not when the call-taker answers.
  - Data will be collected and provided periodically to show the typical times that abandoned callers are called back.
  
- **Pre-alert Pilot**
  - The pre-alert pilot started at 0630 on May 5, 2014. The pilot includes 4 pre-alert codes; 1) Structure Fires, 2) Outdoor Fires 3) Vehicle Fires, 4) Significant Rescues (person trapped in machinery, water rescue, ice rescue, et cetera). In more than 300 calls pre-alerted thus far, the median time savings has been 52 seconds.
  
- **Pre-alerting (automation)**
  - Two contract amendments are in the works; one with TriTech to install an “Automatic Dispatch Module” that will assign units without dispatcher intervention, and one with US Digital Designs to purchase equipment to interface the CAD system with the radio paging system. The USDD configuration is receiving additional attention given changes to MFD alerting.
  - A draft TriTech contract amendment (\$19,597) is being edited between the County and TriTech.

- Updated cost estimates add to about \$100K, including the above TriTech portion.
- MFD is working with the Madison radio shop to determine next steps for automated paging.

○ **Suspension of Emergency Police Dispatch (using ProQA)**

- The decision to suspend the use of ProQA (for EPD) has been made by the Center Board and the transition to call-taking without ProQA (except for Fire and EMS incidents) is complete. The suspension is being done pending the outcome of the evaluation of call-taking protocols currently underway by the Center Board, OPAC, and both Dispatch Review and Steering Committees.
- Overall average (all lines, both directions) telephone talk times are down about 45 seconds per call since the transition occurred.



● **Performance measures/metrics:**

- TriTech work to reduce slowdowns during automated CAD maintenance are believed to have limited our ability to produce process time reports previously shown (the line graphs showing C1, C2, D1, D2, D3 introduced last meeting) A new maintenance schedule was established this week, the next step being testing to see if the new schedule will allow timely reporting.

Following is the quarterly performance report provided in the last 7 quarters. It shows ProQA data and an answer time summary. NFPA’s “consensus standard” calls for 95% of 9-1-1 calls to be answered in 15 seconds or less.



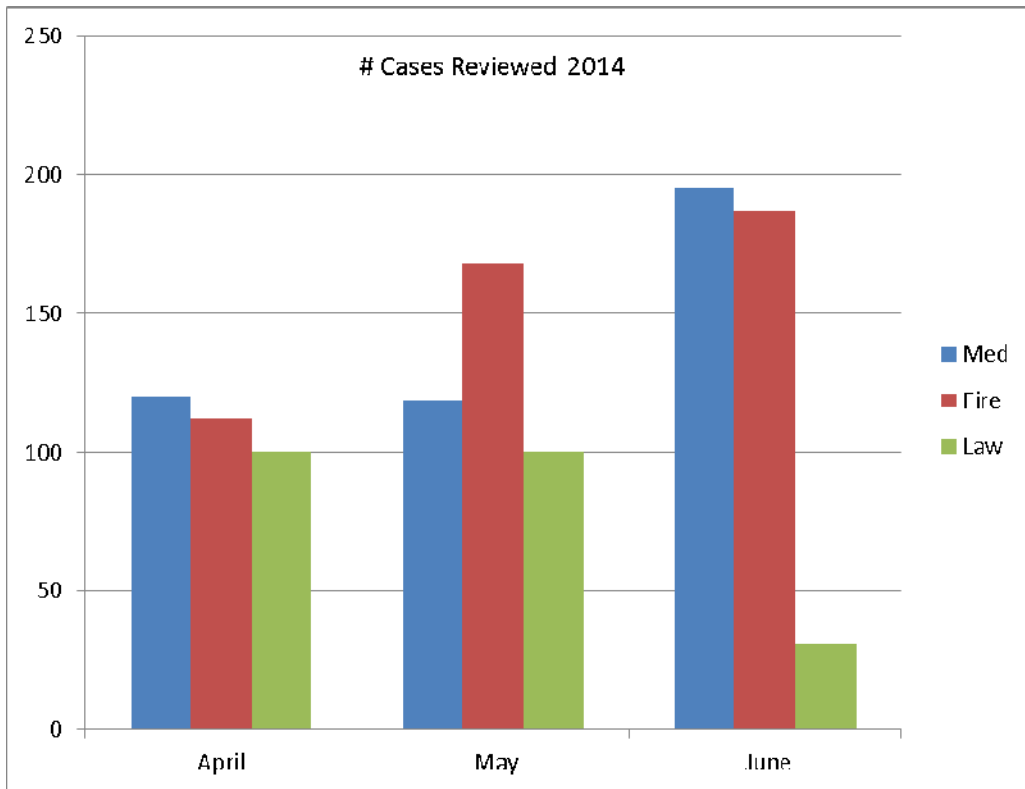
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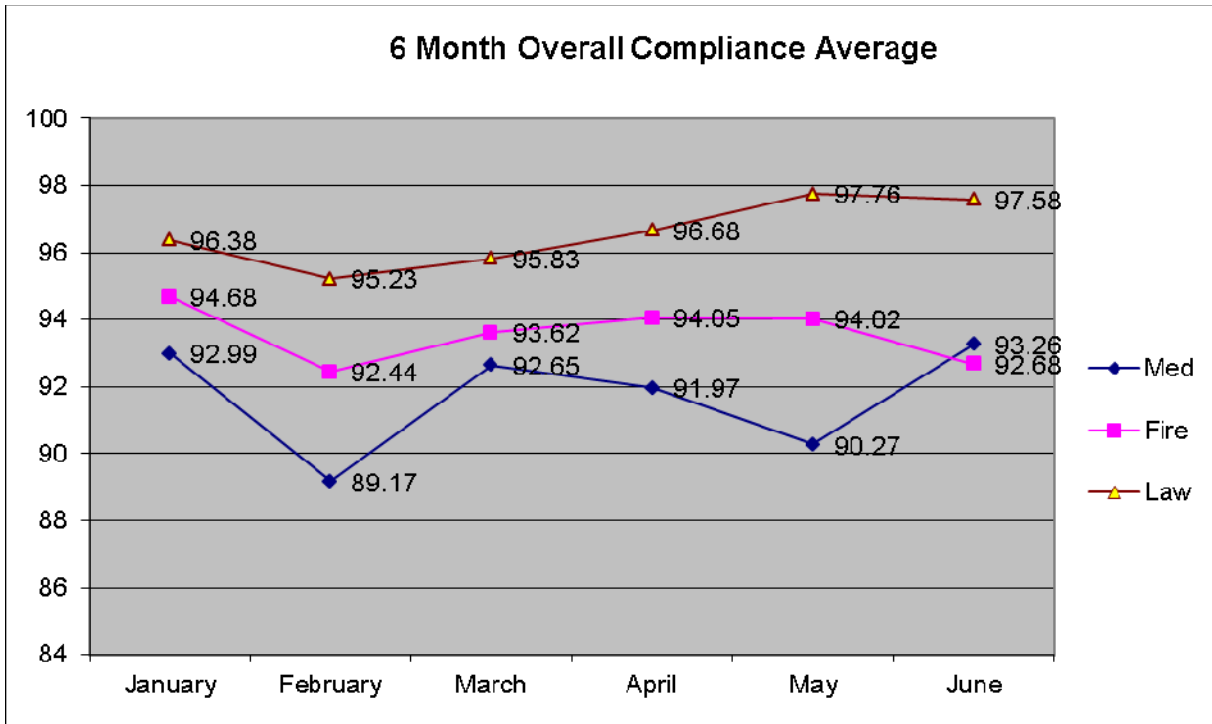
Answer time improvements are being seen in the days since the move away from EPD use was done and training was fully completed on June 27<sup>th</sup>:

1 April – 26 June			27 June – 14 July		
Calls	Percentage	Cumulative	Calls	Percentage	Cumulative
35,566 (0-10s)	81%	81%	8,268	87%	87%
3,359 (11-15s)	8%	89%	513	5%	92%
1,923 (16-20s)	4%	93%	334	4%	96%
1,608 (21-30s)	4%	97%	262	3%	98%
534 (31-40s)	1%	98%	71	1%	99% !
741 (41+)	2%	100%	91	1%	100%
43,731 (Total)	100%		9,539	100%	

! This meets the NFPA answer time objective.

**Quality Assurance:**





QA is now being done in-house for Fire/EMD, along with reviewing calls for compliance to policy and procedure for law calls. Case entry, customer service, etc. will be the focus of law calls.

- **Complaints summary:**



second quarter  
complaint log 2014.doc

- **Training report:**

Training continues with eight of the new communications staff (one resigned Saturday, July 12<sup>th</sup>). A new class of six (6) communicators (4 FTE, 2 LTE) began classroom training on Monday, July 14<sup>th</sup>.

- **Outdoor siren alarm activation:**

Emergency Management and the PSC share the responsibility for the outdoor siren system activation. The PSC is the primary party for siren activation because it is staffed 7 X 24 X 365. The duty Supervisor is the person/persons who have access to the siren alarm (computer) system. Siren system activation can also be done from a similar computer workstation in the

EOC. Thus, when the EOC is activated or otherwise staffed by E.M. personnel, they will frequently activate the alarms (e.g. they are usually in the EOC when a tornado *watch* is in effect and can and usually will activate the alarms if/when a subsequent tornado *warning* comes in).

- On June 16/17 (the Verona tornado), a tornado warning was issued by the NWS at 2351...no watch had previously been put in place and thus no one was ready in the EOC to activate the system. The system was activated at midnight (9 minutes after the NWS issuance) and the tornado is believed to have touched down approximately 5-9 minutes later. Subsequent tornado warnings issued later in the month resulted in quicker (about 1 minute) activations because each of those were issued with the NWS-provided warning area, whereas the June 16/17 activation was done using a manually-drawn computerized polygon (warning area) rather than the smaller one provided by the NWS.
- Subsequent activations will continue to use the quicker-to-activate NWS warning area rather than a larger one unless there is a compelling reason to change it.

## Technical Services

- **Radio project:**
  - Burn-in is not expected until late July, with cutover remaining a month later. No specific date has been set as of this writing. It is possible, of course, that this start date will slip some number of days, but Harris is still suggesting it could start yet this month.
  - Dane/Harris have agreed in concept on a mutual aid interim solution (that can be implemented along with the P25 burn-in and cutover), with further work needed on a permanent solution (the “Phase 2” that has been discussed in the past). The P25 coverage exceeds the 95% contractual requirement. The interim mutual aid sub-system coverage will be approximately 85% (about twice what it is now). A permanent solution (bringing the mutual aid coverage to the required 95% or more level) is expected to require work at the Brigham site with some possibility of completion before winter.
  - Contract amendment negotiations continue and will include an agreement on the interim mutual aid solution and the schedule for both P25 and mutual aid implementation. The contract talks now include a treatment of the permanent mutual aid solution...and still are in process.
  - The FCC has extended the narrowbanding deadline to September 30, 2014.
- **CAD project**
  - CAD has been operational since April 3, 2013.
  - The following data shows the progression of “trouble tickets” sent to and dealt with by TriTech.
    - April 8 update:
      - 322 tickets open
    - May 8 update:
      - 279 open

- June update:
  - 277 open
  - P1/P2: 0
  - P3: 91
  - P4: 141
  - P5: 45
- July update:
  - 276 open
  - P1/P2: 0
  - P3: 89
  - P4: 141
  - P5: 46

## **Administration / Other**

- **Consolidation**
  - The arrangement to take over wireline 9-1-1 calls and Fire and EMS dispatch from Sun Prairie has not yet been completed. Acquisition and implementation of a TriTech CAD (auto CAD-CAD) module remains to be completed. TriTech estimated, in mid-June, it'll be another 30 days on their end to prepare the K amendment.
- **Back-up Center:**
  - A new back-up center, to replace the cramped one in the basement of the Fitchburg FD Station 1, is being planned.
  - We are now looking at an alternative that would place the back-up center at another site; at the new “crossroads” County facility. Design work is well underway and calls for a 14-seat center that will double as a classroom facility within the Medical Examiner’s building. Groundbreaking and site work may commence late this Fall; with completion likely in early 2016.
  - We are investigating improvements to the Fitchburg FD Station 1 facility to maintain interim usefulness.
- **NG9-1-1 Telephony Project**
  - The development of a work plan is underway, with significant effort not anticipated until CAD and radio are less consuming.
- **Budget (2015)**
  - Presentation provided separately. (see handout)

END