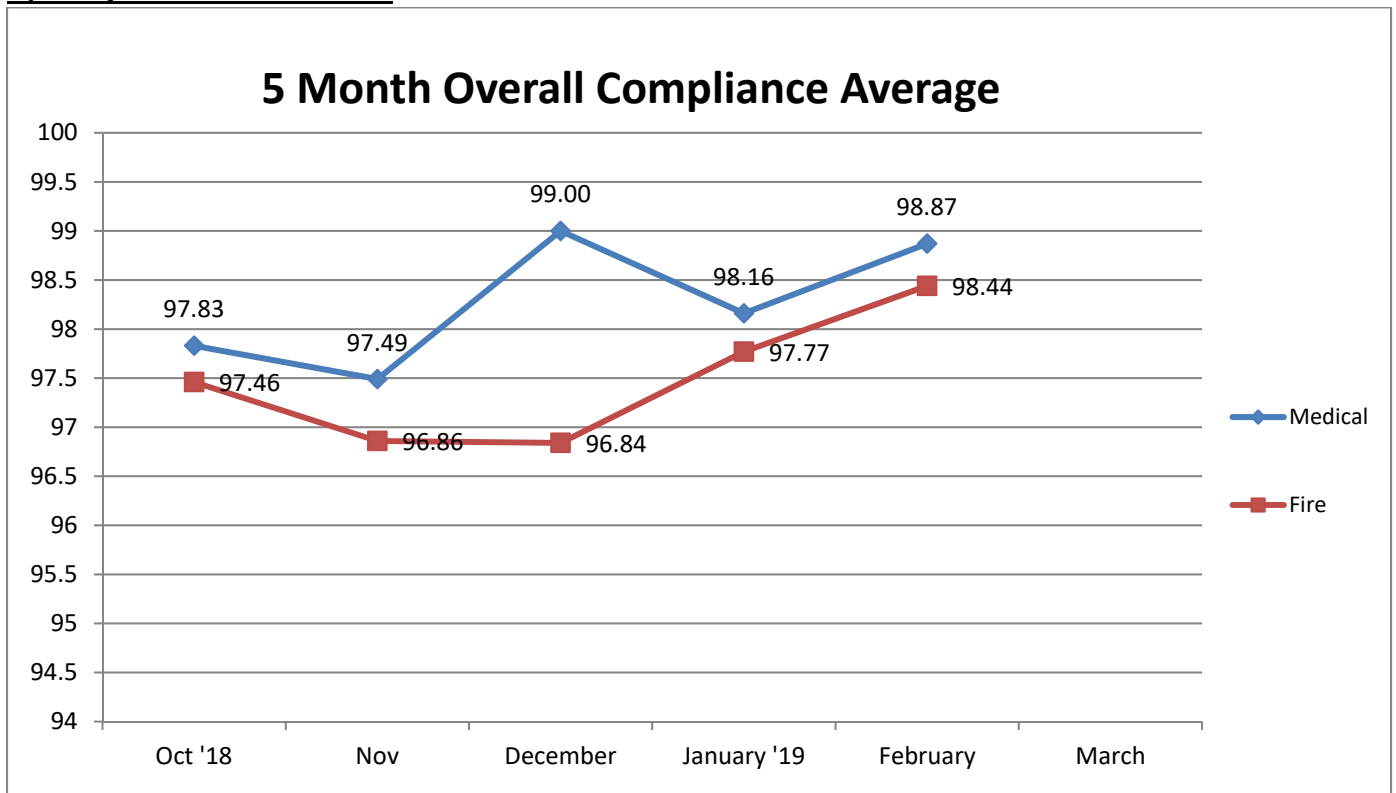


Quarterly Report (CY '19; Q1)
to the
Public Protection and Judiciary Committee
Public Safety Communications
April 16, 2019

Q1– 2019
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls

Total Calls: 39,309
 Answered within 15 seconds: 38,644 (98.31%) Goal 90%
 Answered within 20 seconds: 38,952 (99.09%) Goal 95%
 Average Answer Time: 00:00:04
 Abandoned 2,238 (5.69%)

Quality Assurance scores



March data not available in the format as shown above, due to new scoring standards and upgraded software.

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

Q1– 2019 Fire

2,504 calls

Average: 00:01:05

Median: 00:00:53

90%: 00:01:51

60%: 00:01:00

Q1– 2019 Medical

9,318 calls

Average: 00:00:57

Median: 00:00:50

90%: 00:01:29

68%: 00:01:00

(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 April 5, 2019)

- Staffing level is 71. (or 2 over regular budgeted levels). Another class will start later this month.. The last class of 6 graduated (without attrition!). And, they are now all “signed off” and on their own and prospering.

PSC Overtime

OT for CY 2019 is showing a decrease (YTD) of ~28% compared to last year and 2017 (note: '17 and '18 data included the December/January holidays; '19 did not). OT practices/processes will be one of the areas looked at closely by the Winbourne Consulting staffing study (begun this month). OT will increase starting this month due to in-service training (this month and next month) and due to increased vacation coming as the weather improves.

Noteworthy events

On 2/11/19 a citizen contacted PSC to thank Communicator Brenna G. for her handling of a crash on the interstate. The caller was a witness who was very traumatized by what she saw. Brenna helped to calm her down, and get her the assistance she needed to resume her travels. The citizen wrote, in part, *“whoever I spoke with is absolutely amazing...she remained calm through me not having many answers, through my crying and through all of my anxiety.”*

On 2/20/2019 a citizen contacted PSC to thank Communicator Rachel D. for her handling on a road rage incident, commenting in part, *“Your 911 dispatcher (woman) was so very helpful... I am extremely grateful for the service & care that I received in this terrifying situation.”*

On 3/6/19 a citizen contacted PSC to thank Communicator Jacob M. for his handling on a traffic crash, stating *“the call-taker did a great job”*.

On 3/5/19 Communicators Sue H. and Tom W. were recognized by MFD for their roles in a critical situation.

On 3/27/19 Communicator Katie M. was recognized by MPD for her assistance with a challenging incident.

Work Group to study continuous improvement for law enforcement call-taking

- Another work group comprised of PSC and LE field personnel will continue discussions on the effectiveness of call-taking procedures for LE incidents with the goal of determining if the current procedures are optimal and if quality assurance measures can be made sufficient to determine same into the future. Recent improvements on call-taking protocols used by PSC a few years ago (and then curtailed) have prompted this review. Slow, but sure progress is underway. The workgroup has viewed a demonstration of the current use of Standard Operating Guidelines (SOGs) and subsequently viewed the most recent version (v5) of Priority Dispatch Corporation’s Emergency Police Dispatch (EPD) version. A conference call and subsequent visit with Minneapolis 9-1-1 is anticipated in Q4 ’18 and/or Q1’19. (Minneapolis has used version 5 of EPD for about 18 months and recommends implementation). The Minneapolis visit is scheduled for January 23-24. **The Minneapolis visit was somewhat disappointing in that we learned they have not fully implemented the new version (and not the latest one at that)...and their field users are still not completely satisfied it is as good as it should be. We continue to work on real and perceived downsides of using the PDC software (e.g. the software dumps LOTS of information onto the responders’ mobile data computers...too much). We are working on reducing that “noise”. Related; we are about to begin a pilot project to outsource quality assurance (QA) reviews for law enforcement 9-1-1 calls. We are working with the vendor to determine what “touchstones” to use...to have our call-takers follow.**

Staffing Study commencing in Q2

- An RFP has been released and is calling for replies from vendors by mid-February ...to determine if the PSC staffing is right-sized and poised for the future (such as population growth, next generation labor-intensive processes, and possible consolidations...versus any labor-saving processes/technology that the vendor can envision that would tamp down the resource needs).
- **Winbourne Consulting was selected and began their engagement, in earnest, last week with interviews, sit-alongs, and consultations with many, many members of the PSC team. The contract calls for an 11 week engagement; culminating in a report that will be timely, we hope, for budget planning (for 2020) if any budget changes are called for by the report.**

RapidSOS

- FCC mandates to improve delivery of location information of callers for the wireless providers (Verizon, etc.) are being very slowly implemented/required; it will be 2021 before most wireless calls will be mandated to have “dispatchable location” delivered with them to the PSAP.
- Thus, commercial providers, such as Laaser and RapidSOS, are bringing alternative technology and processes (used by Uber and others) to the industry. PSC is working with RapidSOS and our phone vendor Solacom to deliver accurate and timely wireless caller location information rather than waiting for the FCC-required technology.
- RapidSOS delivers location information directly from the phone to a 9-1-1 Clearinghouse, and then to us when we (automatically) query the Clearinghouse...delivering (usually better than) Phase 2 location data to the call-taker quicker than Phase 2 is now delivered. In the meantime, we can access the Clearinghouse via a website in cases where the most precise location information is needed.
- **RapidSOS capability has been delivered to PSC in consultation with our phone vendor (Solacom). Operations staff will begin using it in early April, bypassing the need to check a clearinghouse website.**

Complaints and Compliments

#	Date	Customer	Complaint	Findings	Result
19-1	2/17/19	Citizen Brooklyn	Compliment	Outstanding Customer Service	Commendation
19-2	3/8/19	FD	Not dispatched to incident	Founded	Call met all policy, procedure and protocol standards including customer service.
19-3	2/18/19	Citizen	Not satisfied with service	Unfounded	

Quarterly Training Update

Cross training,

- 1 MPD Dispatcher

Re-certification processes continue for all disciplines/positions.

Technology

Computer-aided Dispatch (CAD)

- We continue to operate a very capable CAD system, but also continue to struggle with customer service.
- TriTech has once again merged with more public service and public safety companies and is now known as CentralSquare Technologies, Inc.
- Dane PSC managers will meet in Minneapolis with other TriTech Inform CAD users from the MN Twin Cities region in January, and then with the new Executive VP and General Manager, Steve Seoane, (perhaps in February).
- **The corporate changes seem to have both slowed down previous VP-level communications but also increase the expectation of better customer advocacy.**

Radio

- DaneCom and its related subsystems continue to perform well. We're continuing to learn from and improve the preventive maintenance, monitoring and reactive maintenance processes – but certainly see the system as successful – having processed literally millions of transmissions thus far.
- PSC continues to partner (operationally and hardware/software interfacing) with the City of Madison which in December completed deployment of an 800 MHz, digital, standards-based Project 25 radio upgrade and also the State as they operate and look to the future (RFP on hold) with the VHF/800 MHz WISCOM system.
- The two-plus year operations and preceding setup time for DaneCom have brought us to the point of preparing for a hardware and software refresh; specifically from our current version SR10A.1 to SR10A.4.

Phone System

- The Solacom NG9-1-1 phone system continues to operate well, with very few tickets and good cooperation as we tweak things. The only punchlist item – pertaining to call handling from the map - has been completed and we're currently focusing on a relatively easy amendment that will continuously improve text to 9-1-1 call handling. This should all be going by mid-2019, followed by improvements in our reporting capability.

Cybersecurity

- Reports from the County's consultant, Achilles Shield, are expected the week of April 8th, following several weeks and months of work.

Geographic Information Systems (GIS)

- PSC and our CAD system rely heavily (location, location, location) on GIS information and a number of entities and moving parts that includes cities, villages, towns and County agencies. We don't always receive current information as fast as we need it and are continuing to address this. The greatest need continues to be "address points" that make available to communicators the specific locations of properties – as opposed to relative positions along roadways. This information needs to come from the municipality assigning the road names and building numbers, flow into the County Planning and Land Information Office systems, then finally be imported to the PSC's CAD – all as timely as possible. Not sure if DIM/LIO/DOA will seek this additional staffing for better coverage of GIS tasks.

"Accelerated Learning"

- With "learning" processes in place or being finalized, the '18 initial thematic goal will be to complement "learning" with "testing" (bolstering QA, doing more "check-rides", providing "quizzes", et cetera) some of which will be aided by the recent acquisition of the Power DMS (document management system) application.
- Progress continues with re-certification testing (Fire Dispatch completed; LE Dispatch **in place**).
- Fire and City dispatchers have all completed the re-certs. Certification exams and check-rides for sheriff/suburban dispatchers and all call-takers **in place**. Similarly, a certification for Supervisors is underway.
- In summary, 2017 was a year in which we emphasized "training" and put stronger processes in place to accomplish that going forward. 2018 was the year of "testing" and putting long-living processes in place to continue those testing processes for perpetuity.
- **2019 has been dubbed the "measurement" year...to bolster performance measurement in all 3 "values" categories; Caring, Communication, and Capability.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE