

# COUNTY OF DANE Public Safety Communications

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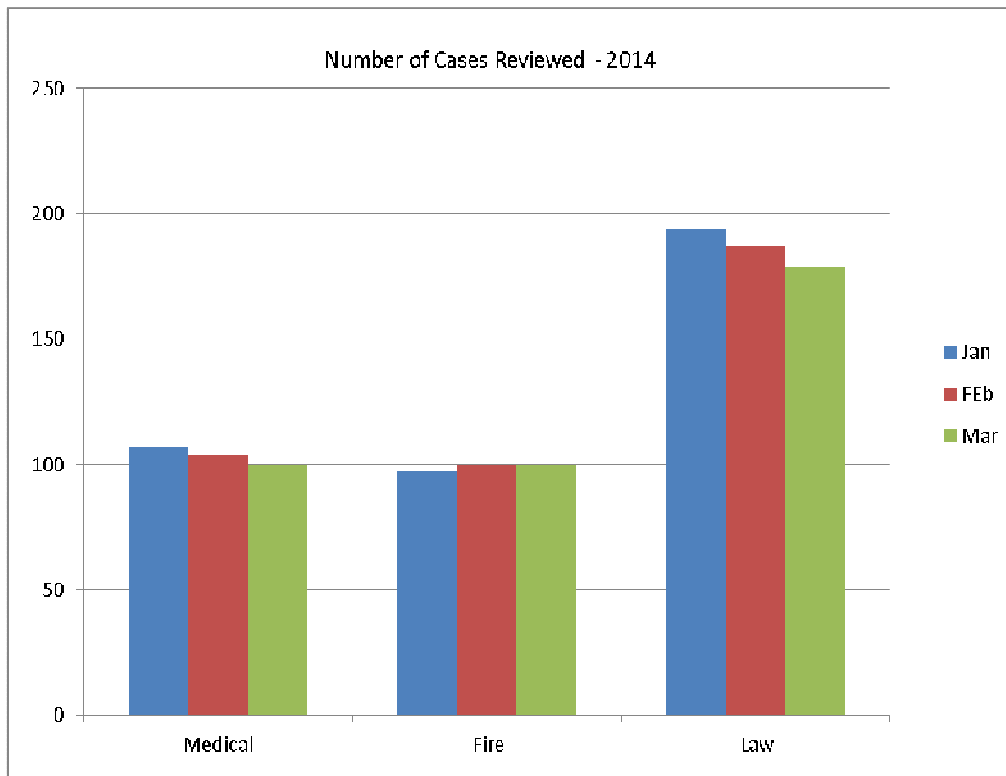
**Date: May 6, 2014**

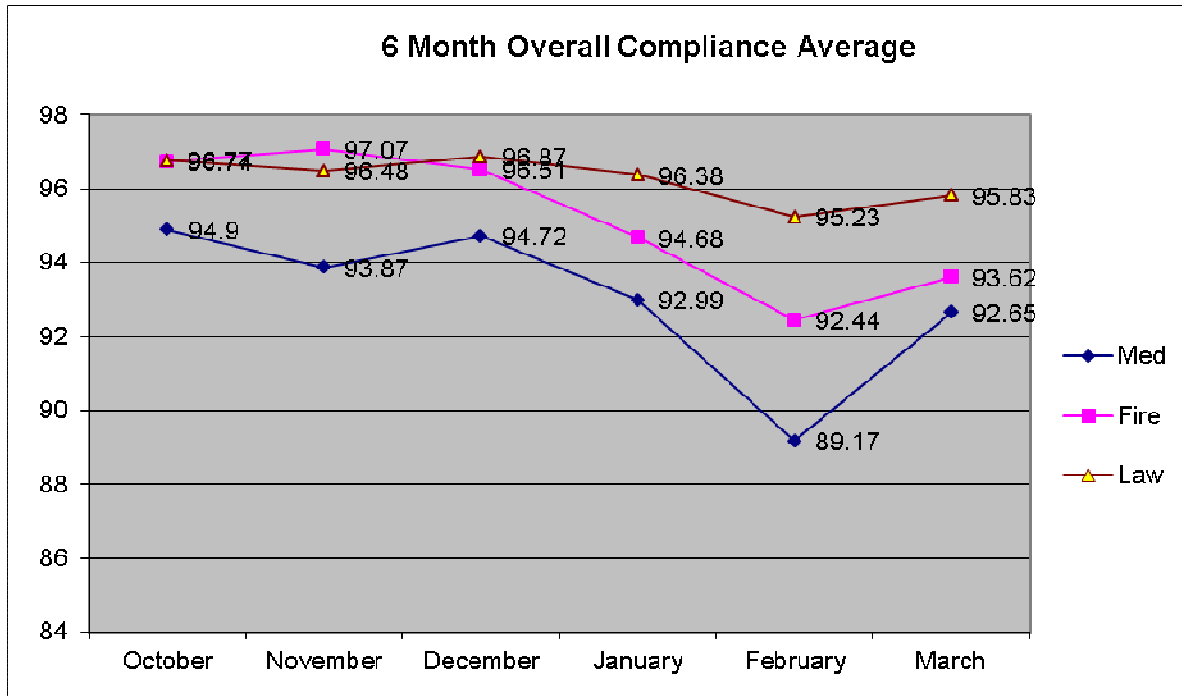
**To: Public Protection & Judiciary Committee**

**From: John Dejung**

**RE: 2014 (Q1) Quarterly Report of PSC Activities/Issues**

**Quality Assurance:**





National Q has now been performing case reviews for medical since August of 2013, and began performing Fire case reviews in September of 2013. We continue to work on process improvement with National Q staff. PSC Medical Director, Dr. Paul Stiegler and Manager Paul Logan will be attending the Navigator Conference and will be meeting in person with National Q staff. Reviewers continue to experience challenges related to the Freedom audio recorder. Work to provide access to the new recorder continues.

- **Noteworthy events** since our last report –

- On February 22 the following Communicators were recognized for their involvement in pre-hospital saves. Kipp Smith, Jen Dean, Kevin Fisher, Tom Whitney, Jennifer Foth, Juan Olivas, Kelsey Durand, Rachel Davis x2, Mike Chamberlain, Dawn VanDeurzen and Alicia Santeramo. Former Communicator, now Deputy Seth Wollenzien was also recognized.
- On March 25 a Fitchburg Police Officer was struck by a vehicle fleeing a traffic stop. The incident quickly turned into a vehicle pursuit which lasted 10+ minutes, involved multiple agencies, and traveled through multiple jurisdictions, finally ending in a crash in Middleton. Fitchburg PD Deputy Chief Bates recently contacted PSC to pass on his thanks to Communicator Michelle Nighoak for the outstanding manner in which she handled this incident. Michelle is a ~9 year veteran of PSC.
- Rick Lange, Laurie Frederickson, and Eric Vannoy assisted MPD with scenario-based recruit training at Blackhawk Church in Madison. All three received letters of recognition from MPD for their efforts.

- Linda Ferguson received a letter of recognition from MPD based on her involvement in an incident in January where Linda worked with a caller and MPD to assist a distraught citizen.
- A letter to the Editor of the Waunakee Tribune praises the efforts of Communicator Janan Halvorson. The letter writer called 9-1-1 in December when her husband suffered cardiac arrest. Although her husband passed away, Janan’s caring, compassion and professionalism made the difference. The writer commented in part, “It was lifesaving for me. I do not know her name, but I am so grateful to her.”
- MPD commended Alicia Santeramo for her call taking skills related to a shooting in the City of Madison
- DCSO commended Marlis Lambson for her skillful handling of a call involving a suicidal caller.
- **Communicator Recruitment & Selection:**
  - Selection process for Class 2014-1 was completed early in the quarter. 128 applications were received and CritiCall testing was completed the week of February 26. Approximately 56 applicants advanced to the next step, Oral Exams. 9 applicants accepted Communicator positions and training began on Monday, April 22.
- **Communicator Staffing levels** as of May 1<sup>st</sup> are even.
- **Retention information:**

2004 (15% turnover)

2005 (10% turnover)

2006 (21.7% turnover)

2007 (1.7% turnover)

2009 (18.6 % turnover)

2010 (15.7% turnover)

2011 (16% turnover)

2012 (17.4 % turnover)

2013 (11.4 % turnover)

2014 (11.4 % turnover)

The rough average is 13.9 % turnover based on turnover since 2004. According to the Journal of Emergency Dispatch, ‘studies indicate a national turnover rate between 17%–19% in public safety telecommunications. In other words, two out of every 10 telecommunicators leave the profession each year. A telecommunicator’s career averages two to three years.’

One thing Dane County has that others do not is the variable within the union contract which allows full-time regular employees within the bargaining unit to transfer or demote into positions within the bargaining unit (outside of the department currently employed within). Since 2004, 27 communicators have taken advantage of this opportunity to move to a Monday-Friday position with traditional day shift hours, including weekends and holidays off.

**Longevity snapshot:**

30+ years	3
25-30 years	1
20-24 years	4
15-19 years	3* (includes one who transferred, but is eligible to return for up to 90 days)
10-14 years	5
5-9 years	18
1-5 years	24* (includes three who transferred, but are eligible to return for up to 90 days)
Less than 1 yr	15

**Operations:**

- **Pre-alert Pilot (delayed per Center Board action in March):**
  - The new start date will be on/about May 5, 2014. The pilot will include 4 pre-alert codes; 1) Structure Fires, 2) Outdoor Fires 3) Vehicle Fires, 4) Rescues (person trapped in machinery, water rescue, ice rescue, et cetera).
  - This will allow the Fire Dispatcher to notify responders of an incident while the call taker continues to gather important incident information, provide dispatch life support and pre-arrival instructions, and send updates to the Fire Dispatcher to relay to responders.
  - Once enroute to an incident, responders can be updated with more details and additional resources committed as required.
    - We have ensured that the fire and EMS agencies are once-again given the opportunity to “opt-in” or “opt-out” once their Associations have been briefed on the procedures. The deadline given for opting-in is this Friday. PSC training for the pre-alert pilot starts on Monday (April 21<sup>st</sup>).
    - Only 5 of the 36 agencies (Fire & EMS) have opted out.

## Quarterly Complaints

Number	Occurred	Customer	Complaint	Findings
14-1	December	MPD	MPD unit incorrectly assigned to call	Sustained.
14-2	January	MPD	MPD unit incorrectly assigned to call	Sustained
14-3	January	MFD	Incorrect Response	
14-4	January	MFD	Incorrect Response	
14-5	January	MPD/VEPD	Addressing Error	Sustained
14-6	January	MFD	Incorrect Response	Sustained
14-7	February	MPD	Delayed Response to Weapons Incident	Exonerated
14-8	February	MPD	Delayed Response to crash	Exonerated
14-9	February	MPD	Delayed Response to crash	Exonerated
14-10	February	PSC	CAD Running Slow	Founded
14-11	February	FitchRona	Incorrect Response	
14-12	February	BGFD	Incorrect Response	
14-13	February	MFD	Improper Notification	
14-14	February	MFD	Incorrect Response	
14-15	February	MFD	Incorrect Response	Sustained
14-16	February	BGFD	Incorrect Response	
14-17	February	CPFD	Incorrect Response	
14-18	March	MFD	Incorrect Response	
14-19	February	MPD	Officer Safety not aired	Sustained
14-20	February	VEPD	Officer Safety not aired	Sustained
14-21	February	MPD	Incorrect Address for call	Sustained
14-22	February	MPD	Delay in dispatch	Unfounded
14-23	February	MPD	Delay in Dispatch/Incorrect Response	Sustained
14-24	February	MPD	Incorrect Assignment	Exonerated
14-25	February	Citizen	Delayed Response	Exonerated
14-26	March	MPD	Officers dispatched to non-existent address	Sustained
14-27	March	MPD	Delay in dispatch	Sustained
14-28	March	MPD	Citizen upset with all the EPD questions	Exonerated
14-29	March	VEPD	Delay in dispatching missing person incident	Sustained
14-30	March	MPD	Release of personal contact info to public	Sustained

### Training update:

- Over the next three months communications staff will attend a variety of in-house and off-site training. Pre-Alert training will begin the week of April 21, and is scheduled for one hour adjacent to, or during, communicator's scheduled shift. EFD version 6 training will be conducted in May. Additionally, several communicators will be attending a variety of training sessions and conferences off-site, including Navigator, WIPSCOM, Basic Crisis Negotiations.

- **Performance Measures:** see handout.

## Technical Services:

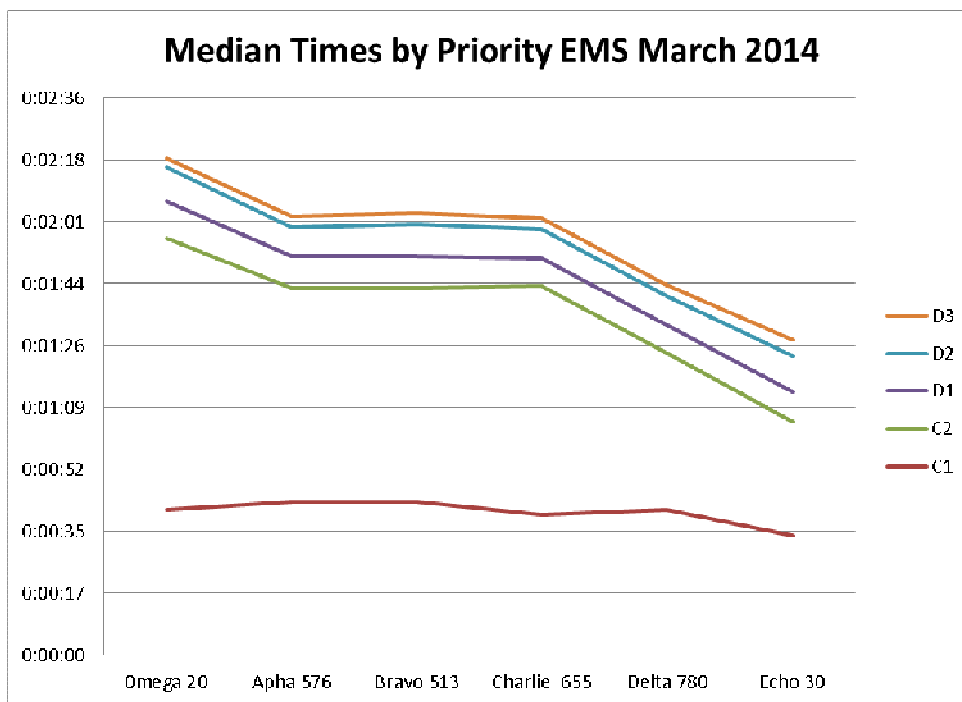
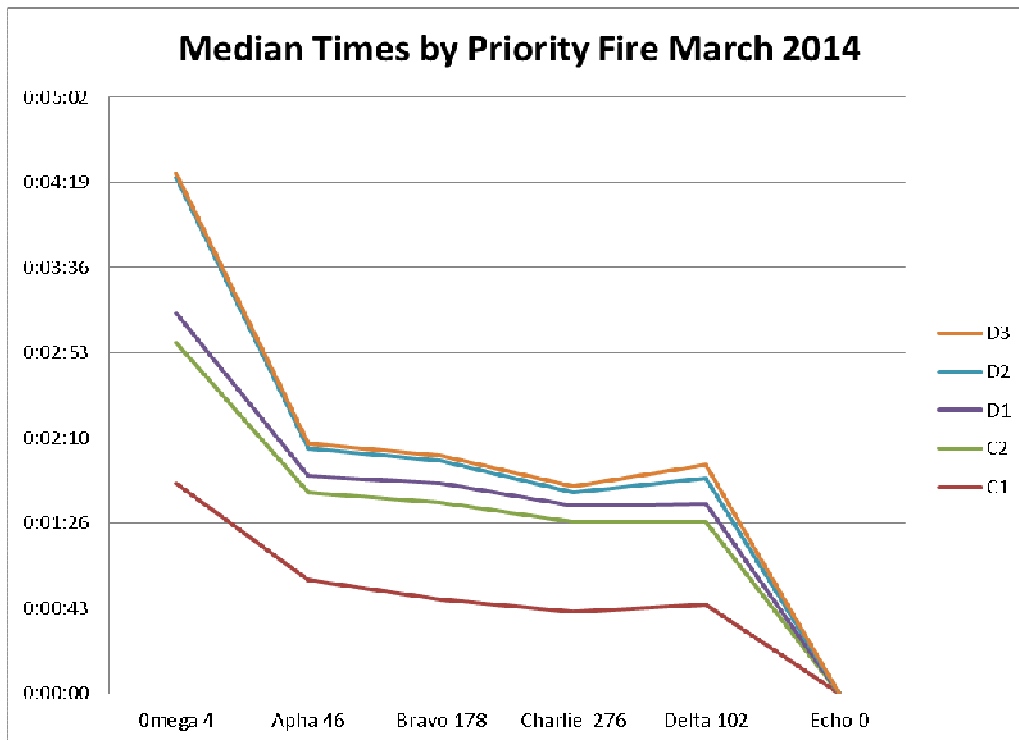
- **Radio project**

- The paging subsystem has been up and operating since December 17<sup>th</sup>. A design to improve coverage in Cambridge is being finalized and could be deployed in the coming months, and an estimated cost is figured into current capital budgeting.
- Dane/Harris will attempt to agree on both a mutual aid interim solution (that can be implemented along with the P25 burn-in and cutover) and a permanent solution (the “Phase 2” that has been discussed in the past). Preliminary design and schedule have not been completed by Harris yet, but Harris staff have met with us a couple times to check their thoughts as a design emerges.
- Concern over interference to the P25 trunking system has lessened, and PSC is putting together information intended to be helpful to the sheriff’s office in checking areas of possible concern prior to burn-in.
- The FCC has extended the narrowbanding deadline to June 30, 2014, but we are confident the deadline will have to be re-extended and believe the FCC is likely to grant that extension based on conversations with FCC personnel.
- 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.
- Budget remains well below the \$18M cap determined by the County Board. Estimates now show the obligations total to about \$17.6M, leaving the remaining \$400K and current \$500K contingency amount for upgrades (e.g. SW Dane County coverage improvements, and any/all other mutual aid improvements not covered by Harris Corporation and/or which are outside the scope of the contract).

- **CAD project**

- CAD has been operational since April 3, 2013.
- Dane upgraded to version 5.5.7 on March 17<sup>th</sup>, thus treating ~164 Dane-initiated TriTech trouble tickets.
- CAD measures/metrics:
  - The first set of measures shows process time occurring in the PSC. Process time, as used here, is defined as the timespan from call-answering in the PSC until the incident is dispatched to a responder agency.
  - Definitions:
    - C1, & C2 refer to times in the call-taker queue
      - C1 is the point at which case entry is completed (case entry includes address, phone number, caller name verification and the asking/answering of “OK, tell me exactly what happened”).

- C2 is the time at which the ProQA process provides a dispatchable determinant (and is delivered to the dispatcher)...call-taking continues with PDI (post-dispatch instructions) and PAI (pre-arrival instructions), when appropriate.
- D1, D2, and D3 refer to times in the radio dispatcher queue.
  - D1 is the first time the incident is first looked at by the radio dispatcher (they open and read what is on their screen telling them there's a new case to look into).
  - D2 is the first time the dispatcher requests a CAD recommendation for units to send.
  - D3 is the first time the dispatcher commits units to the incident.
- Pre-alerting, for the few incidents that will warrant it, will occur during the first component; case entry (C1)...the call-taker queues up a pre-alerted incident to the dispatcher at C1...it will go to the dispatcher who should send the pre-alert page/dispatch when they receive it. Essentially the time saved is that which is now represented by the C2 minus C1 lines on the graphs (the ProQA questions).
- Call-taking times frequently hinge on such things as whether or not the caller knows their location, language difficulties (language barrier, hysteria, etc.), and how well the caller can articulate the answer to "OK, tell me exactly what happened") and how well they can/do answer the subsequent ProQA-prompted questions.
- Time in the dispatcher's queue (D1 thru D3) is dependent on things both within and not within the dispatcher's control. For example, D1 and D2 are within the dispatcher's control -- but D3 depends on both the dispatcher's attention to the queue and any (law enforcement) user agency limitations including a lack of resources to send, or user agency procedures that preclude prompt assignment of an available unit (holding calls to limit overtime, etc.).



NOTE 1: Percentile data (when shown) will show percent of incidents having process time of X min and Y sec or less. For example, we show that 80% of Level Delta FD cases have a process time of X min, Y seconds *or less*. We also show all the other disciplines by acuity level. We are “scrubbing” the data to determine what abnormalities exist that



should be accounted for (e.g. we found a *test* case in the Fire data that showed a process time of somewhere over 10 minutes and we also found cases that were reopened hours and in some cases days later that aren't illustrative of typical process time). These outliers have been removed.

- The second set of measures shows the progression of “trouble tickets” sent to and dealt with by TriTech.
  - Dec 6 update: (by priority; 1 being most severe)
    - 589 open (no P1 or P2; 175 P3; 283 P4; 123 P5)
    - 90 tickets in “fixed in release” status (these are the V5.5 “fixes”)
  - January 6 update:
    - 349 open
    - P1/P2: 0
    - P3: 107
    - P4: 185
    - P5: 57
  - February 11 update:
    - 347 open
    - P1/P2: 0
    - P3: 107
    - P4: 182
    - P5: 58
  - March 11 update:
    - 335 open
    - P1/P2: 0
    - P3: 104
    - P4: 178
    - P5: 53
  - April 8 update:
    - 322 open
    - P1/P2: 0
    - P3: 105
    - P4: 171
    - P5: 46

## **Administration / Other**

- **PSAP 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.

- **Pre-alerting (regarding automation of same)**
  - 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 aforementioned will continue to be pursued secondary to the pre-alerting pilot described above. One advantage to not having the process automated initially is that we’ll sometimes be able to pull a false alarm (“whoops, that shouldn’t have been a pre-alert”) rather than have it go out because the Dispatcher will have a second set of eyes on the process before it goes over the airwaves.
  
- **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.
  - Discussions have begun with the City of Sun Prairie. There is a possibility that room in their west side public safety building might be appropriate for our back-up needs. City and County administrative personnel as well as Chief/Director level meetings have begun to explore this possibility.
  - We are also now looking at an alternative that would place the back-up center at another site; possibly the old Admin building at Badger Prairie or at the new “crossroads’ County facility.
  
- **2013 Legislative Activity:**
  - The Joint Finance Committee did not entertain an action and the topic of 9-1-1 funding or the bills were not a part of the Governor’s biennial budget that was recently signed.
  - There remains a possibility that the policy bills may still be addressed by the Energy and Utilities Committee.
  - Update: Energy and Utilities has not taken up the matter.
  - A new bill may be introduced by Senator Liebham which provides for passage of 5 of the 6 bills recommended by the 2012 9-1-1 Legislative study group.
    - The one not treated, considered an unfunded mandate, regards MLTS (delivery of accurate location and callback number to 9-1-1 from businesses, dorms, hotels/motels).
    - Funding piece: eliminate the 75 police and fire fund and replace it with general funds...replace it with a 40 cent fee for all wireline and wireless bill payers.
    - Provides for statewide coordination; including for contracts for the phone lines to the 9-1-1 Centers (Counties do it now)
    - Creates a 9-1-1 Advisory Council to advise the statewide coordinator, housed in the Public Service Commission, on standards and grants to 1 PSAP per County (if/when funds are left over from the 40 cent surcharge after paying for statewide contracts with the 9-1-1 service providers.
  - The session ended without action on the 9-1-1 bills.
  
- **NG9-1-1 Telephony Project**

- The development of a work plan is underway. Pre-RFP demonstrations are envisioned for the first half of '14, followed quickly by completion of the RFP, and implementation this year as much as possible. This schedule is contingent on the Harris radio project schedule.
- **Text to 9-1-1**
  - Middleton Police recently handled a medical emergency call from Tennessee via a text messaging capability on their non-emergency line, but we continue to believe that such situations are very rare. Although the citizen accessed wi-fi from a restaurant to text, due to not having minutes on his phone, he could have easily dialed 9-1-1 and spoken with local authorities. Voice 9-1-1 calls continue to be passed free and without regard to cell phone activation status.
- **Center Board**
  - Ordinance Amendment regarding membership/authority has been introduced.
  - Center Board chairmanship will change in May (election at the May 21 meeting).
  - Call-taking protocol review is underway; methodology to be discussed on May 21.