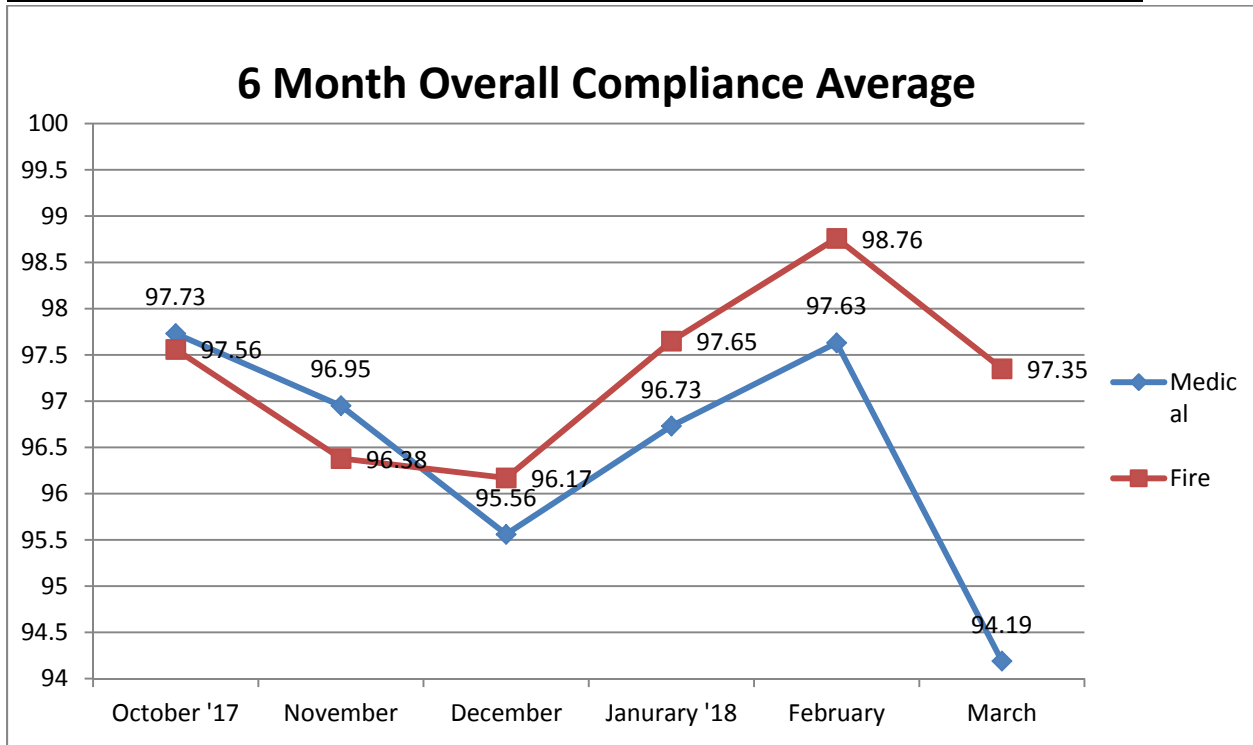


Quarterly Report (CY '18, Q1) to the
Public Protection and Judiciary Committee
Public Safety Communications
June 26, 2018

Q1 – 2018
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls

Total Calls: 37,026
Answered within 15 seconds: 36,235 (97.87%)
Answered within 40 seconds: 36,844 (99.51%)
Average Answer Time: 00:00:05
Abandoned 471 (1.28%)

Quality Assurance scores (Dec data is limited; not statistically significant)



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

Q1 – 2018 Fire

2,375 calls

Average: 00:01:06

Median: 00:00:53

90%: 00:01:56

64%: 00:01:04

Q1 – 2018 Medical

9,231 calls

Average: 00:00:59

Median: 00:00:50

90%: 00:01:34

(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 June 22, 2018)

- Staffing level is 74. 5 new trainees began March 5, 2018 and are doing well. Attrition has been light thus far this year. Nevertheless, we intend to begin another class later this summer.

PSC Overtime

- PSC continues to track OT every pay period and reviews trends with DOA on a quarterly basis. OT continues to be paid out in excess of the budgeted levels due to the need to always have “seats” occupied with Communicators (whether out on FMLA, sick, or at training). Extra personnel would tend to reduce OT. Extra OT funding would tend to perpetuate the reliance on OT payouts, which is actually less expensive per hour than pay and benefits for extra personnel, BUT more OT exacts a toll on the personnel that is becoming onerous and potentially unhealthy.

- **Noteworthy events**

- On 1/18/18 a citizen contacted Director Dejung to thank Communicator Rachel D. for her outstanding service and professionalism when a family member collapsed.
- On 1/18/18 a citizen contacted MPD to thank Communicator Jessica A. for her excellent work and customer service on a theft complaint.
- On 2/14/18 MPD Sgt. Alvarez contacted PSC to thank Communicators Abbi and Robin for their work on a difficult incident involving a child.
- On 2/24/18 MPD Sgt. Paulson contacted PSC to thank Communicator Sue H. for her excellent work on a disturbance call.
- On 2/25/18 Communicator Tanya S. assisted FIPD during a technical situation when telephone communications was lost. FIPD was grateful for the excellent work by Tanya.
- On 3/12/18 DCSO contacted PSC to thank numerous communicators, including Tanya S., Josh P. and Ashley A. for their roles in a multi-hour incident searching for a bad guy.

Split-County Dispatch

- A work group comprised of PSC and field responder employees met 3 times recently to study busy-time radio operations. The data clearly showed the Sheriff/Suburban radio channel is “saturated” on many afternoons/evenings, particularly so on Fridays and Saturdays. It has been agreed that a second channel, operated by another dispatcher, will be employed on Friday and Saturday “second shift” hours; one channel for all Sheriff field personnel and a second for all suburban LE officers. PSC will add this second dispatcher on OT with the hope that another FTE can be added to the budget in 2019 for on-going split county dispatch.

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.

ASAP to PSAP (update)

- PSC began, in July of 2017, the process of having alarm company calls handled without human intervention. The program is supported by APCO and the alarm company association.
- Thus far, 1296 alarm calls have gone from alarm, to alarm clearing house, to CAD without human intervention...speeding the entry, avoiding human error, and saving Communicator time to focus on fielding 9-1-1 calls.
- TYCO, Inc. will be joining this process soon, bringing yet another ~700 alarm sites in the area into this process.

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, our phone vendor Solacom, and our CAD vendor TriTech to deliver accurate and timely wireless caller location information this summer 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.

Complaints and Compliments

Complaints and Compliments					
Category	Count	Comments	Resolution	Follow-up	Notes

No complaints received during Q1 2018.

Quarterly Training Update

Cross training,

- 5 Call Takers
- 2 Suburban Law
- 2 Data

Technology:

Computer-aided Dispatch (CAD)

- We continue to operate a very capable CAD system, but also continue to struggle with customer service. **Regular meetings at the PSC Director and TriTech Vice President level have resumed.**

Radio

- DaneCom and its related subsystems continue to perform well as we near the 20 month anniversary. 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 as they complete 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 coming) with the VHF/800 MHz WISCOM system.**

Phone System

- The Solacom NG9-1-1 phone system continues to operate well, with very few tickets and good cooperation as we tweak things. 2 “punchlist” items remain; mapping and text to 911 (upgrade). **Both remaining items are looking more like summer 2018 for delivery.**

Cybersecurity

- **Consultant work is expected to occur for most of the rest of the year. The majority of effort will involve Information Management and the greater County, but specific effort related to PSC’s systems will be included – both in recognition of the importance of protecting them but also using care in examining them during the assessment.**

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.**

FirstNet (Nationwide Public Safety Broadband)

- Wisconsin has opted-in, along with all other states.
- Conventional wisdom still holds that this system will be primarily for data delivery initially; mission-critical voice won’t be available for a number of years more.
- **FirstNet is up and running, but purchase of FirstNet services is held up due to no State contract yet being in place, leaving users to choose more expensive plans or execute purchasing amendments while waiting for a State contract.**
- **Verizon Wireless, used internally by PSC and several field agencies large and small, is offering their own version of priority data service for public safety, but we’re not currently using that special feature for contract reasons similar to FirstNet.**

“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 pending, but about to begin).**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE