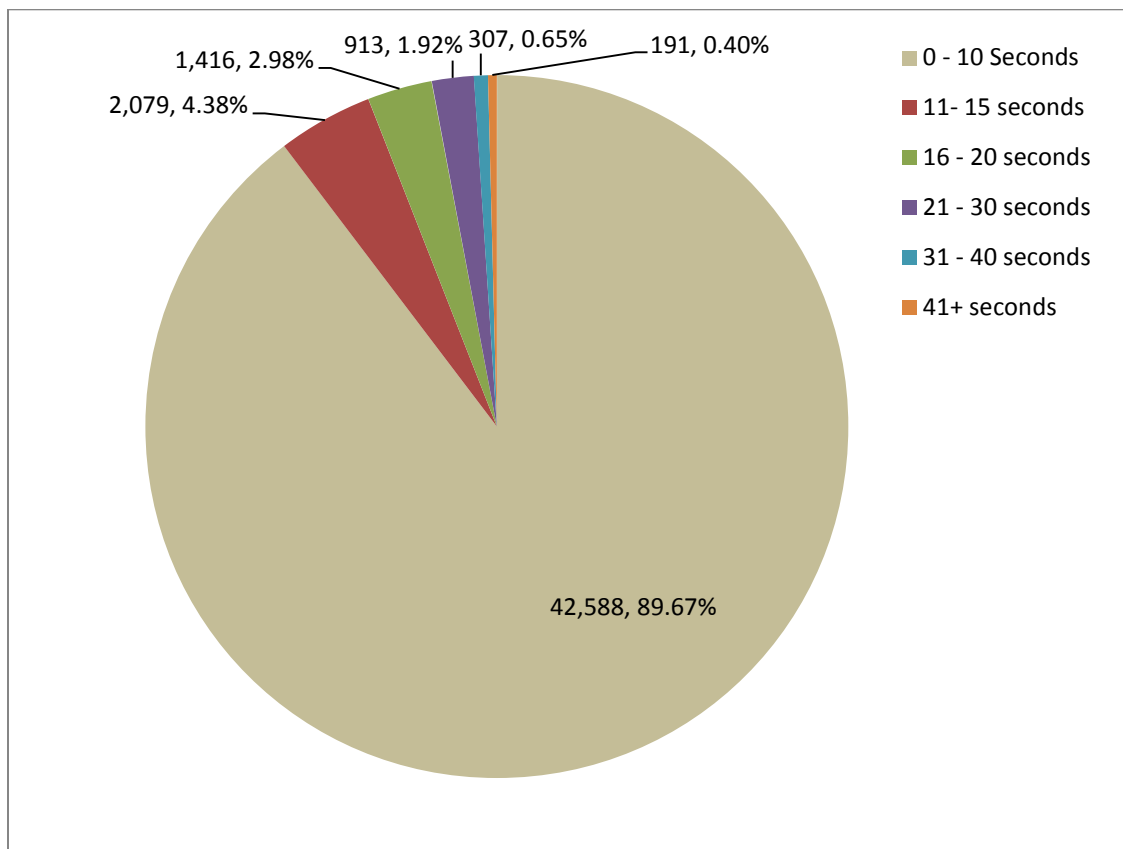


**Quarterly Report (CY '15, Q2) to the
Public Protection and Judiciary Committee
Regarding
Public Safety Communications
August 18, 2015**

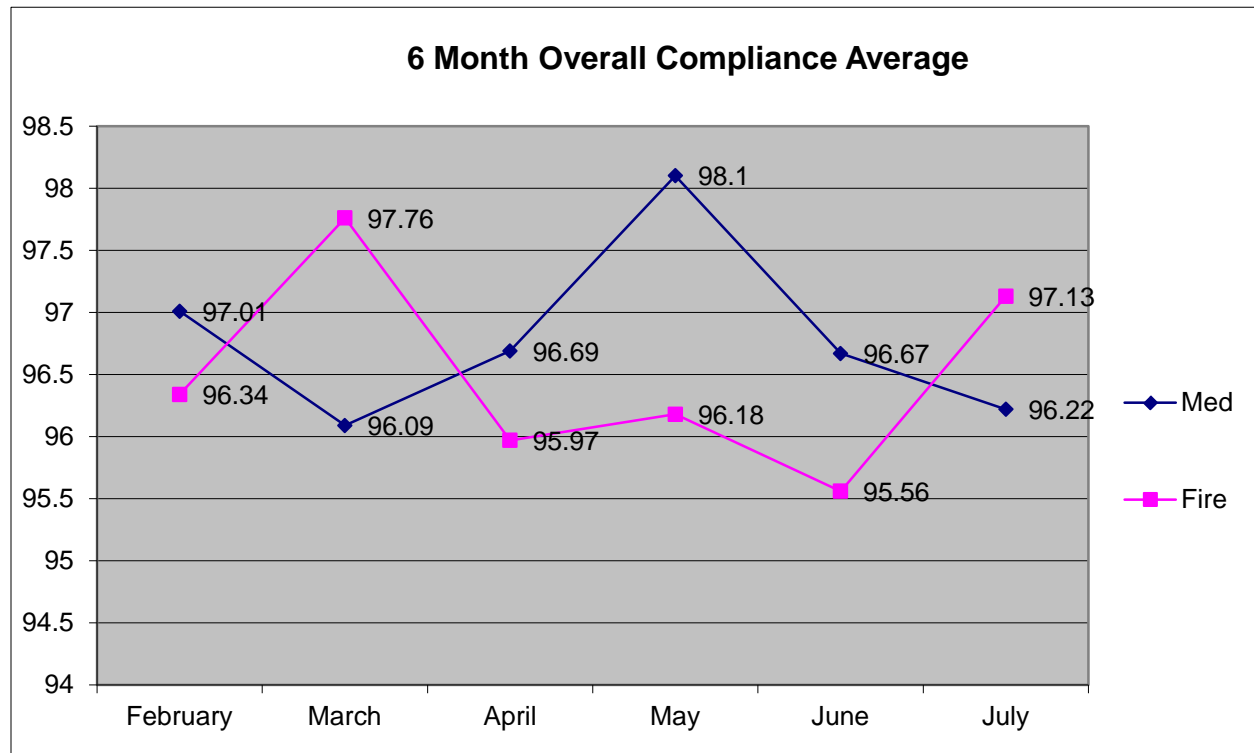
Performance Measures:

**Q2 – 2015
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls**



- **Total Calls – 47,494**
- **Abandoned Rate –11.67% (5,544)**
 - **89.38% (4,955) with in 0-15 seconds**
- **Average Answer Time – 00:00:06**
- **Average Talk Time – 00:02:18**

Quality Assurance scores:



Process times for pre-alerted calls

Median time saved for (356; about 20% of all fire calls) that are pre-alerted: 57 seconds
(time saved is the amount of subsequent time the call-taker is in ProQA)

Median process time (call receipt to time of dispatch): 1min 11 sec

Percentile meeting NFPA standard (80% in 60 sec or less): 35th

NOTES: On June 1st, all Madison Fire Department calls began to be pre-alerted. You'll note the improvement in attainment of NFPA standard meeting starting on that date. On August 1, case entry (those questions answered before going into the ProQA call-answering protocol software) were reduced to 1) location of the "emergency", and 2) description of the emergency...in order to speed the delivery of the incident to the dispatcher for dispatching. The other 2 case entry questions (phone number and name) and the use of ProQA call-taking protocols are still being accomplished, but subsequent to delivery of the call to the dispatcher. The dispatcher and thus the responders are updated as the call-taking protocol dictates.

TTD all MFD Fire Calls 721

0:01:15	Average
0:01:04	Median
0:02:18	95th
0:02:00	90th
0:01:44	85th
0:01:36	80th
0:01:29	75th
0:01:23	70th
0:01:18	65th
0:01:13	60th
0:01:09	55th
0:01:04	50th
0:01:00	45th
0:00:58	40th
0:00:55	35th
0:00:52	30th

July 1 – Aug 1, 2015

TTD all MFD Fire Calls 65

0:01:15	Average
0:01:00	Median
0:02:35	95th
0:02:08	90th
0:01:53	85th
0:01:46	80th
0:01:38	75th
0:01:22	70th
0:01:15	65th
0:01:07	60th
0:01:02	55th
0:01:00	50th
0:00:57	45th
0:00:56	40th
0:00:53	35th
0:00:49	30th

Aug 1 – Aug 6, 2015

TTD all County Fire Calls 269

0:01:55	Average
0:01:42	Median
0:03:54	95th
0:02:54	90th
0:02:41	85th
0:02:28	80th
0:02:28	75th
0:02:04	70th
0:02:09	65th
0:01:52	60th
0:01:47	55th
0:01:42	50th
0:01:36	45th
0:01:31	40th
0:01:26	35th

June 1 – Aug 6, 2015

Operations:

Communicator Staffing (as of August 5, 2015)

- We are currently 2 below budgeted staffing levels. A class of new Communicators will begin after Labor Day; we are intending to hire more than the 2 in order not to be too far below full staffing levels for the balance of the calendar year. January will again bring another round of pre-hire training (up to 8) to beef up staffing in readiness for the summer of '16 season.

SOGs (standard operating guidelines)

- SOGs continue to be produced and implemented, primarily for LE calls due to the absence of the Emergency Police Dispatch (EPD) protocols; they are displayed as a job aid on the CAD screens when a related call type is opened by the call-taker.
- Currently, 22 SOGs exist in CAD
- Additional SOGs are in development and several will be published on September 1.

Noteworthy events

- Communicator Nate Anfinson was recognized by Cross Plains EMS for his work as an EMS dispatcher.
- Communicator Doreen Brokmeier was recognized for her work on a challenging call involving a mental health patient.
- Communicators Robert Hughes & Amber Griggel were recognized for assisting Cross Plains EMS with a drowning drill at their community pool.

- Communicator Tammy Riggs was recognized by a citizen for her handling of a medical call.
- Communicator Jennifer Foth was recognized for her continuing work with the Dane County OWI Task Force.
- Communicator Ashley Sweeney was recognized by DCSO for her “always pleasant and professional” work as a County Law Dispatcher.

Complaints

2015 Q1					
15-7	6/27	MPD	Officer Safety Concern	Founded	Training
15-8	7/8	DNFD	Delay	Pending	
15-9	7/29	FIFD	Failure to page	Pending	
15-10	7/29	ORFD	Radio Problems	Pending	

Quarterly Training Update

Class 2015-2

- All members of Class 2015-2 have completed OJT and are working independently.

Cross Training

- Cross training staff at different radio positions continues with 10 Communicators gaining certification during Q2.

Q3 In-Service

- All Communicators & Supervisors attended a 90 minute in-service training the week of July 27th to update call-taking procedures as well as provide refresher training for ProQA and other timely topics.

Q4 In-Service

- PSC is teaming up with MPD to provide in-service training to all communicators and supervisors in early December.

Training Academy

- In preparation for Class 2015-3, scheduled to begin just after Labor Day, much effort is continuing to update curriculum. A part of this effort includes ensuring PSC training meets or exceeds APCO ANSI 3.103.2.2015, Minimum Training Standards for Public Safety Telecommunicators. The department plans to seek accreditation for our training program.

Technology:

Computer-aided Dispatch (CAD)

- **Trouble tickets at 51.**
- Meetings continue to be held with TriTech support staff;
 - Weekly meetings with customer service manager and technologist, primarily regarding the “top 10”. For example, slower-than-specified screen painting/popping continues to occur, more often than users are comfortable with.
 - Bi-weekly meetings with the VP of Customer Service on items that remain concerns but are outside the wheelhouse of the weekly meetings.
 - **Updates: CEO visited in early July to discuss support, and VP of Customer Service meetings have been suspended, and Customer Service Manager is no longer on the weekly check-in.**
- Satisfaction with the product remains fairly high among field users, and, more and more PSC users are becoming comfortable with the software...but not enough for us to stop pushing for continuous improvement of the software.
- We continue to request and largely receive the latest versions/updates in order to garner as many of the software updates/improvements that we can.
- **PSC Technical staff are updating hardware components of the system in order to speed the performance (such as the screen-popping mentioned above).**
- **PSC Technical staff are also producing 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 will improve upon).**

Radio

Current State:

- The “legacy” system continues to provide service and be maintained by the Madison Radio Shop. It provides daily-use voice comms and some mutual aid.
- DaneCom is providing paging services and some mutual aid. It is being supported by General Communications.

Future State (DaneCom expanded):

- 2016 (second half) is still the expected implementation date for the remainder of DaneCom.
- DaneCom will include all P25 daily-use channels (10), analog-tactical channels (2) for in-building use such as fires or active assailant incidents, mutual aid channels (7), and paging.
- Coverage expansions will be done for the P25 daily-use, paging, and analog- tactical channels. Expansion of coverage will occur due to transmitting/receiving equipment

being added at locations in DeForest, Stoughton, Deerfield, and via a move of equipment from north of Stoughton to the county-owned tower near Rockdale. Mutual aid channel coverage will be brought up to agreed-upon coverage with the addition of transmitters/receivers at the Brigham County Park tower.

- General Communications will be sub-contracted by Harris Corporation to maintain all. Harris will be contracted to remotely monitor the systems electronically and report issues to the County, to GenComm, or to service personnel within their own organization (depending on the severity of the issue).
- Q2 Update: The County Board has approved the contract. The Customer Design Review (CDR) step of the process has been completed (in 2 stages) and an amendment to the contract will be proposed based on the results (e.g. the original contract assumed newly built towers in DeForest and Stoughton, but the CDR proved the viability of using existing towers at those sites).

Phone System

- A next-generation (NG9-1-1) ready system is being sought to replace the current system that is end-of-life and is being supported on a best-effort basis by AT&T.
- Elert and Associates of Stillwater, Minnesota has been selected to assist as a consulting engineering firm to write an RFP, assist with the selection of a vendor, and perhaps assist with the implementation phase.
- A kick-off meeting with the Elert project manager and subject matter expert occurred on July 30th to lay out plans for the acquisition. Technical review of existing systems started the week of August 10th, and interviews with operations staff are occurring the same week as this report.
- Acquisition and implementation should occur in the 2nd and/or 3rd quarter of '16.
- Notes on NG9-1-1: Next generation features include text-to-911, pictures and videos to 911, and the ability to "log into" the 9-1-1 system (by call-takers) from remote/disperate locations either during a PSAP shut-down and during high-volume times. The system is designed to run on an ESiNet (emergency services network)...essentially a private/secure internet network. Some of the features (e.g. the ESiNet) will not be initially available.

Miscellaneous:

Public Safety Communications Advisory Commission (PSCAC)

- The 10 member Commission includes:
 - A/C Laura Laurenzi representing the EMS Association,
 - Division Chief Tim Mrowiec for the MFD Chief,
 - Chief Craig Sherven for DCCOPA,
 - Chief Aaron Harris for DCFCA,
 - Captain Richard Bach for the MPD Chief,
 - Jeff Hook for the Sheriff,
 - Dave Nachreiner for the Madison Radio Shop,

- Fred lausly for the LIO,
 - Paul Kronberger as the Madison CIO,
 - Marvin Klang as County CIO.
- **A July meeting was held.**
 - **Chief Deputy Hook was selected as the Chairperson;**
 - **Marv Klang was selected as Vice Chairperson.**

Consolidations

- Sun Prairie continues to be interested in PSC taking over all their 9-1-1 calls (we take wireless now; will add wireline), and fire and EMS dispatching on/about September 1. The aforementioned CAD4CAD interface is a prerequisite, as is an SOP and MOU that has been drafted.

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE