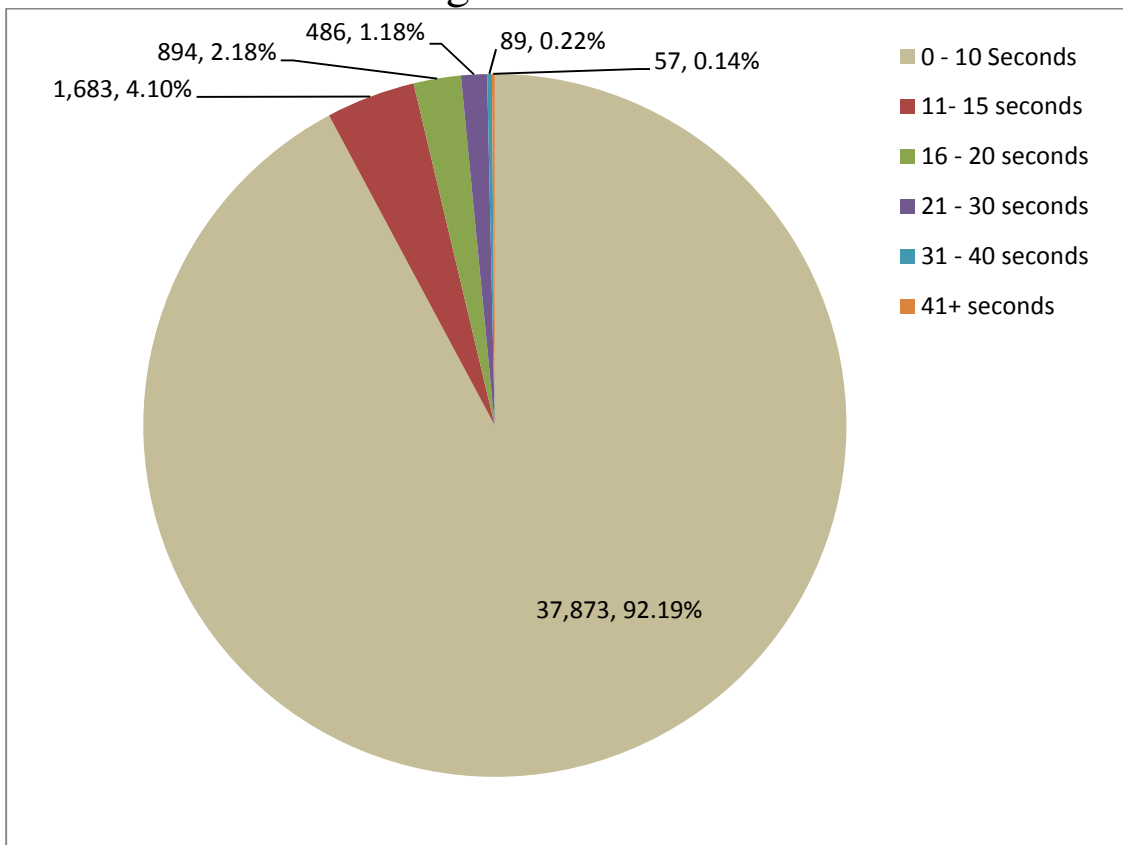


**Quarterly Report (CY '16, Q1) to the
Public Protection and Judiciary Committee
Regarding
Public Safety Communications
April 12, 2016**

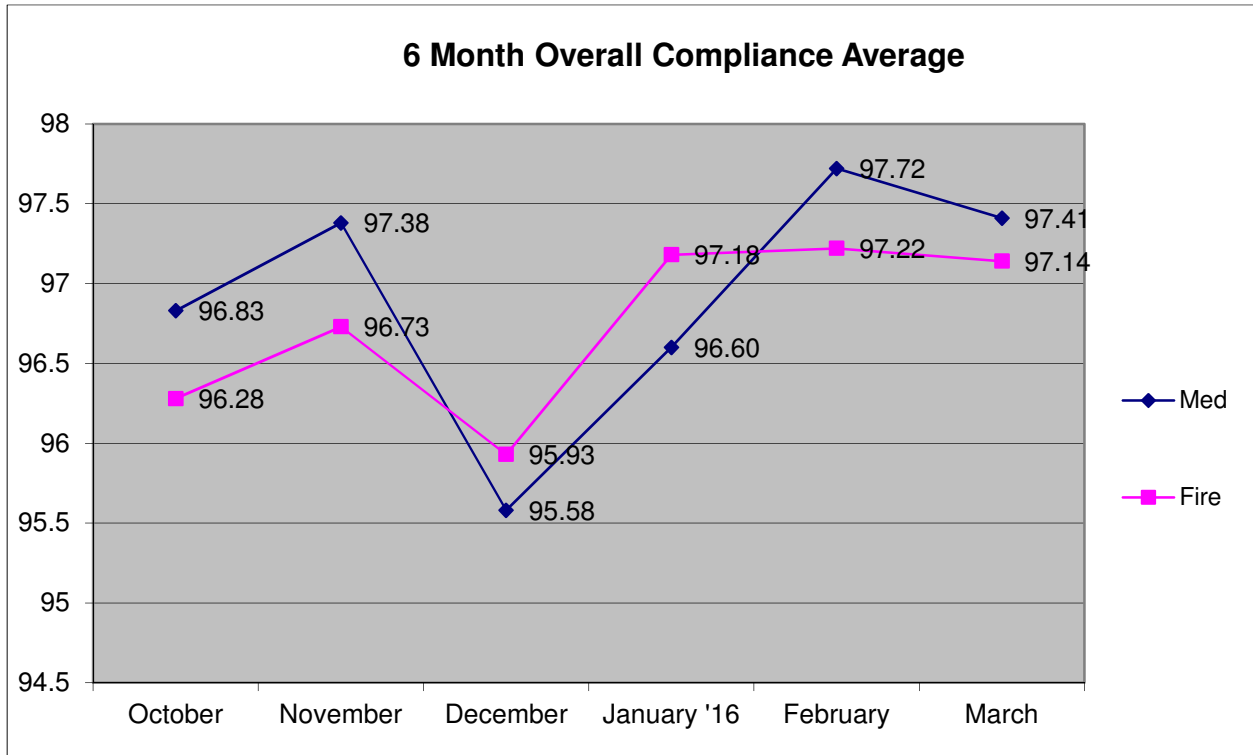
Performance Measures:

**Q1 – 2016
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls**



- **Total Calls – 41,082**
- **Abandoned Rate -- 10.48% (or 4,306)**
 - **93.31% (or 4,018) within 0-15 seconds**
- **Average Answer Time -- 00:00:06**
- **Average Talk Time – 00:01:53**

Quality Assurance scores:



Pre-Alerting Notes

Most recent months (January -- March) shown with percentiles follows.
 Benchmark for '16 is 90% in 64 seconds; a tightening from NFPA from the 80/60 in '15 and prior.

0:00:58	Average-County FD Q1-16	0:00:53	Average - Madison FD Q1-16
0:00:50	Median-County 725 Calls	0:00:46	Median - MFD 1,035 Calls
0:01:57	95th (106 seconds NFPA)	0:01:46	95th (106 seconds NFPA)
0:01:31	90th (64 seconds NFPA)	0:01:23	90th (64 seconds NFPA)
0:01:10	80th	0:01:05	80th

(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:

Text to 911

- So far, not very many texts received and most of those received have been quick/mundane; however, the processing time needed for a text by a “call”-taker is envisioned to be longer than for a voice call (gathering data to determine how much longer)
 - Lots of texts (if/when they come) and long processing time might add up to a staffing issue over the years going forward (very true for video-to-911 that is coming also).
- **A snapshot of activity was taken in February. It showed 7 intentional texts for the month (and 4 times that in unintentional texts...see next bullet for explanation of unintentional texts). The duration of the intentional “calls” ranged from 31 seconds to 12m 4sec; with an average of just over 6 minutes (standard deviation of ~3.4m).**
 - These messages, we believe, are sent by a program / feature called “SOS” on newer Samsung cell phones. There are also other similar ‘SOS’ apps out there, but it is uncertain exactly how they work with the many wireless handsets available. This program / feature was designed to allow a user to simply press one button or combination of buttons, which would then send a canned text message and a location to one or more pre-selected phone numbers. It was not designed to be used to text 911, but some users have added 911 to their SOS text list as well. According to Sprint, if we receive a text message similar to the above, the user has pressed a button combination / activated the SOS feature on their Samsung phone. Apparently, pressing some sort of button combination on the phone initiates the “SOS” program, so it’s entirely possible that people are activating the program and sending the text without their knowledge. The good news is that Samsung is working on a program patch to the SOS program that will not allow 911 to be added to the SOS text list. The bad news is anyone that has 911 in their SOS list now won’t be affected by the patch – as 911 is already programmed into their SOS program.

Communicator Staffing (as of 4/7/2016)

The class of 9 remains intact...and doing great. The total strength for Communicators is + 5. (one retirement and 3 departures since last report).

SOGs (standard operating guidelines)

- The Police Dispatch workgroup met in January. One agenda item was to review current SOGs for areas needing improvement. No specific improvements were noted at that meeting. Subsequent meetings have resulted in the drafting of 'all others' SOG, and more, and the need/desire for a "Assist Outside Agencies/Entities" SOG – PSC to draft for review at a future meeting.
 - The February meeting of this workgroup resulted in the combining of the Police Dispatch workgroup & Police Radio Protocols workgroup, given the synergistic relationship between the 2. The new, combined workgroup met in March for the first time, and seems to be working well.

Noteworthy events

- On 1/3/16 Communicator Jon Niebuhr was recognized by the DCSO for being *"very helpful in finding information for me. I didn't give them a whole lot to work with and they rocked it."*
- On 1/7/16 Communicator Maranda Galvin answered a call reporting chest pains. The patient later called to thank Maranda for the way she handled the call, stating in part, *"The dispatcher that answered her phone call, was very helpful with instructions and stayed on the line with my wife until paramedics arrived. We were very positively impressed with the dispatcher's calm help. Our thanks to her!"*
- On 1/12/16 Communicator Brenna Garrison assisted a caller in checking the welfare of a family member who was in another county. The caller emailed the department to compliment Brenna, stating in part, *"I can't thank you enough for your compassion and service in that difficult situation..., I don't know the ladies name who took my call, but she really did a fantastic job"*.
- On 1/21/16 Communicator Juan Olivas answered a call from a person who had fallen through the ice on his ATV. The caller contacted the department later in the day to thank Juan for helping him.
- On 1/29/16 Communicator Christina Clemmons answered a call from a person reporting chest pains. The patient later contacted the department to thank Christina for her excellent care and compassion. Worthy of note, Christina is a very new employee, and is already helping to make the department shine.
- On 2/13/16 the following Communicators were recognized during the 2016 Dane County EMS banquet for their parts in saving the life of a cardiac arrest patient during 2015 – Tracy Stolpa, Nate Anfinson, Jaime Donnelly, Zach Miller, Tony

Olson, Leslie O’Kane, Mike Loomis, and Merri Bailey, Kipp Smith, Dawn VanDeurzen, Joshua Pitcock and Christina Clemons.

Complaints and Compliments

2016 Q1 Compliments & Complaints					
#	Date	Submitted by	Situation	Disposition	Reason
16-1	1/11/16	Citizen	Compliment – Customer Service	N/A	
16-2	1/23/16	Citizen	Customer Service	Unfounded	
16-3	3/14/16	Mt. Horeb FD	Compliment - Overall Performance		

Quarterly Training Update

- Q1; Jan. 1 – Mar. 31, 2016 Cross training
 - 2 Suburban Law Dispatchers
 - 1 Data
 - 1 Fire/EMS
 - 2 MPD Dispatchers
- Check rides continue

Technology:

Computer-aided Dispatch (CAD)

- This month marks the three-year anniversary of the go-live; the system continues to be used for the large volume of calls we handle and provides many modern features.
- Our intention is to replace the servers with state-of-the-art virtual servers; a set here in CCB and a set at the new back-up center when ready this summer. **The server replacement is an example of our working to continuously improve the system despite some ongoing challenges with vendor support.**
- Trouble tickets are back over 90 (**102 as of April 7th, but the usual notes as to what a weak metric the open ticket count might be**) as we continue to receive software updates that include both fixes and challenges.
- Meetings continue to be held with TriTech support staff;
 - Near-weekly meetings with a support technician working our highest-priority issues.
 - Approximately monthly meetings with the relatively new service manager.

- PSC Technical staff have produced 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 improves upon). We are prepared to use this link in connection with receiving 9-1-1 calls from Sun Prairie in February.
 - **CAD4CAD successfully being used since February 1; and, now receiving all 9-1-1 landline calls from the City of Sun Prairie (wireless calls were already being received).**

Radio

Current State:

- No change since the last report; legacy systems support most operations with some functions running on the new DaneCom infrastructure, with bi-weekly meetings among stakeholders to continue tracking on any needed maintenance.

Future State (DaneCom expanded):

- The County will meet with Harris yet this month in hopes of finalizing Amendment 7 and again confirming the Thanksgiving 2016 implementation date.
- **Field work continues or has been completed in areas including concrete, electrical, towers and shelters, as shown in photos below at Stoughton Racetrack and Deerfield WJJO.**



Phone System

- The draft Request for Proposals remains in Purchasing and will require further department review and input before release. The timeline may slip back a month or two.
- Progress and even opportunities for the ESInet (wide-area emergency services IP network) best able to power NG9-1-1 come slowly, but department staff are tracking or participating in efforts new in only the past several weeks:
 - **The State CIO has hosted meetings with stakeholders to understand needs and opportunities in which the State might play a role. Topics discussed so far include centralized server hosting, network backhaul and potentially some role in NG9-1-1.**
 - **Funding continues to be recognized as a major issue and work continues among professional association and local government entities.**
 - **We also participate in work by the Interoperability Council related to 9-1-1.**

- In the meantime, the current primary and backup systems continue to be used by staff and maintained by AT&T. **AT&T is now advertising a nationwide ESInet rollout that we've been briefed on, but have not gotten cost estimates on.**
- **We recently completed an annual review of a reciprocal call answering agreement with Rock County that's been in place for some years, and continue to prepare for this year's backup center improvements; two examples of a focus on maintaining operations of critical systems.**

Miscellaneous:

Briefing of new County Board members

- Will be completed on April 22nd.

Public Safety Communications Advisory Commission (PSCAC)

- A January (quarterly) meeting was held.
- **An April meeting will be held on Wednesday, April 20th.**
 - **A call for (scheduled) Chair and Vice Chair elections will be on the agenda.**

2020 Vision plan being written

- Among many other topics, staffing changes due to video- and text-to-911 (mentioned above) , are being addressed.
- Plan includes sections on People, Processes, Technology, and Infrastructure.
- Upon completion of final draft, a peer review (other PSAP managers around the country) is envisioned before finalization and release.
- **The budget impacting items are starting to take shape, however the report still needs to be finalized and vetted. Personnel increases between now and 2020 are looking like a possible increase of 4 to 11 Communicator FTE. The projected increase in Communicators is primarily due to consolidations and/or radio saturation that require another dispatcher-monitored radio channel. There is also a call for increased technical staff to the tune of one more Technical staffer. There is also rationale provided for increased overtime in the budget to cover roll calls and training, as well as to acknowledge the historical overages in this budget line item...totaling to about \$350K. Finally, there is also a call in the report to consider a new venue (certain scenarios show that the current center will be too small).**

Consolidations

- **PSC now to take Middleton overflow phone calls and deliver the information relevant to their dispatching back to them via phone (now) and CAD4CAD (later).**
- **Monona officials will be visiting on April 15th to view the CommCenter; presumably to consider some form of partnership/consolidation.**

END

Caring X Communication X Capability (C³) = PERFORMANCE EXCELLENCE