

Public Safety Communications (PSC) Racial Equity and Social Justice Plan/Status

**RED** indicates the initiative hasn't begun.  
**YELLOW** indicates the initiative has begun, but is not mature.  
**GREEN** indicates maturity of the initiative.

1. Organizational Commitment

	Initiative Area	Current Status (Where are we now?)	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)	Lead Staff Responsible (Who? By When?)
1 a.	RESJ statement	Brainstorms only.	Statement complete and embraced.	Engage Labor-Management Committee	Statement completion and inclusion in orientation processes.	Director; Q22017
1 b.	Training/orientation (including unconscious bias)	Classroom training consistently being done in each new trainee classroom experience.	Consistent training for all new trainees and all veterans.	<ul style="list-style-type: none"><li>Add to initial classroom tr'ng.</li><li>Add to in-service in Q2/Q3 2017</li></ul>	Training modules completed and delivered (consistently).	Kevin Fosso; Q32017
1.c.	Hiring process					
1.d.	QA (customer service)					
1.e.	Mtg w/Urban League	UL VP (Mark Lee) and Dejung met on 4/18. More discussion agreed to.				
1 f.	Values statement; C(cubed) = Perform. Excell.					

2. Leadership Development

	Initiative Area	Current Status (Where are we now?)	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)	Lead Staff Responsible (Who? By When?)
2 a.	EXCEL program	5 veteran Communicators being mentored by Supervisors on Supervisory duties	<ul style="list-style-type: none"><li>Perhaps 3X (~15 Supervisor candidates similarly trained</li><li>Some (those interested) Supervisors EXCEL'ed for Manager readiness</li></ul>	<ul style="list-style-type: none"><li>Commence with a new "class" of 5-8 Communicators being mentored in Sup duties...September '17.</li><li>Commence with a "class" of 3 Supervisors being mentored for Management duties...Sept '17.</li></ul>	<ul style="list-style-type: none"><li># of "graduates"; quality assessed by mentor and mentee with written assessment</li></ul>	<ul style="list-style-type: none"><li>Each Supervisor takes a mentee (for Sup development)</li><li>3 managers each take a mentee from the Supv ranks to transfer knowledge to.</li></ul>

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2 b.	Peer Support	8 Communicators and 2 Supervisors trained to the 90% level; program kick-off should be in spring of '17				
2 c.	LPO Training	Half of the Supervisors and 1 Manager have completed the 120 hour course.				
2 d.	C.I.T. Training	4 Communicators have completed the training; KT still needs to be accomplished.				

3. Program Innovation

	Initiative Area	Current Status (Where are we now?)	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)	Lead Staff Responsible (Who? By When?)
3 a.	Video to 9-1-1					
3 b.	Text to 9-1-1					
3 c.	Language Line Service K					
3 d.	Location agnostic (procedure)					

4. Collaboration

#	Initiative Area	Current Status (Where are we now?)	Chosen Target (Where do we want to be?)	Tactics to Close the Gap (How do we get there?)	Measures of Success (How will we know we're there?)	Lead Staff Responsible (Who? By When?)
4 a.	Carrie Braxton (recruiter)					
4 b.	Internships (and/or classroom training)	2 trainees have completed the ETC course in past years.  Also, have volunteered to host an intern from Boys and Girls Club for the summer of '17...ended up hosting 2.	Successful internship completion; one or more each summer.	Volunteered via B&G Club...good initial meeting with the students and their coordinators from TOPS and B&G Club of Madison.	After-action reports due from the students...we'll hope they are good reports and are heartfelt.	Candy King (college intern mentor) and Kirstin Alsaker (H.S. intern mentor)

5. Resource Mobilization

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5 a.	"Smart911"					
5 b.	Universal access	All phones, including VoIP via computers and including non-initialized cellular phones, are capable of calling 9-1-1				

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6. Brand and Visibility

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6 a.	Social Media presence	PSC has Facebook & Twitter presence, with 5k+ combined followers.				
6 b.	Public Education (by niche)					
6 c.	7 X 24 X 365 status (well known)					