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# COUNTY OF DANE

## Public Safety Communications

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**Date: April 21 , 2010**

**To: Center Board**

**From: John Dejung**

**RE: April 2010 Director's Report (final version)**

### Support Services

- 2010 hiring plans: All 7 applicants who began class on February 15 completed training on April 1 and are now doing monitored OJT on the Ops floor. We hope to have them working solo near the middle or end of May. All are doing well and making appropriate progress.
- Quality Assurance activity for the month of January:
  - We reviewed 74 EMD cases and 69 EFD cases.
  - We reviewed 89 emergency cases and 76 non-emergency cases.
- Quality Assurance activity for the month of February:
  - We reviewed 37 EMD cases and 26 EFD cases.
  - We reviewed 19 emergency cases and 24 non-emergency cases.
- Quality Assurance activity for the month of March:
  - We reviewed 17 EMD cases and 16 EFD cases.
  - We reviewed 47 emergency cases and 50 non-emergency cases.
- Overall protocol compliance for the first quarter was 96.64% for EMD and 94.75% for fire.
- Several noteworthy events since our last report – A list of these events has been linked from our home page located at [www.dane911.com](http://www.dane911.com).
  - We are pleased to announce that we have nominated 4 employees for state and/or national awards:
    - Lisa Hayes has been nominated for NAED Telecommunicator of the Year.
      - Has been awarded a runner-up spot.
    - Tom Prochaska has been nominated for WI APCO/NENA & APCO International Telecommunicator of the Year.
      - Has been selected as the WI TeleCommunicator of the Year (awarded on April 14)
    - Chris Schultz has been nominated for APCO International Trainer of the Year.
    - Jeff Meyer (Information Management) has been nominated for APCO International Information Technologist of the Year.

- New saves:
  - On March 23<sup>rd</sup>, a Communicator provided pre-arrival instructions which helped save the life of a 24 year old man.

2009 (corrected) CAD statistics

- City PD and County PSC data personnel are working together...some CAD incidents types changed (as is to be expected) once the CAD goes from dispatchers to officers/investigators. PSC has requested a single date range to review.

Remodeling Update:

- Phase 1 of the remodel project was completed on March 11, 2010 and all operations are now being handled from our temporary quarters in room 107A.
- Phase 2 is in full swing and considerable progress has been made. At this point there are no visible obstacles in our way and completion is still scheduled for late May.
- Phase 3 (Support Services space in 107A prepared)...summer '10.
- No update; Phase 2 is coming along nicely.

**Operations & Staffing**

○ **Staffing**

- All Communicator positions are filled; as noted above, 8 came aboard as of February 15th.
- All other positions filled.
- 2009 attrition rate was: ~14%; Q1 2010 attrition rate was 1.4%
  - national average, according to APCO, was 17% last year.

○ **Quarterly Complaints**

The following table summarizes official complaints received by the center for the first quarter of 2009, and is presented for your review in accordance with County Ordinance 15.34(11).

Number	Date Occurred	Customer	Complaint	Findings
10-15	Unknown	Citizen	Employee discussed call event details with relative	Non-Sustained
10-24	February	Citizen	Improper Handling of EMS call	Exonerated
10-27	March	Citizen	Timely information not shared with Officers	Sustained
10-29	January	Citizen via MPD	Short/Rude tone	Exonerated
10-35	March	MPD	Incorrect Coded Call prevented appropriate and timely investigation	Unfounded
10-36	March	SNPD	EMS not sent for a fall	Unfounded

The table does not include informal feedback, inquiries, nor other sorts of quality measurements.

## Capital Projects

- **Radio project**

- The County is working with Federal Engineering to consider the changes proposed by the County Board, communities and associations. Alternatives are being looked at.

- **CAD project**

- RCC continues to work on a draft report. Some blanks in the high-level system inventory are being filled in.

- **Auto Attendant**/(Interactive voice response or IVR):

- March 1 – April 12: 18.1% of the calls were handled without human intervention.
- March 1 – April 20: 17.7% “ “ “ “
- Specific statistics:
  - 26,793 total calls to the AA;  
4754 (or 17.7%) were handled by the AA without Communicator intervention  
Of the 82% that went to the Communicators:  
5677 were for "Operator" calls  
1182 were for "emergency" calls  
1798 were for Madison parking issues  
7160 were "occurring now" calls  
6044 were "already occurred" calls  
172 were for "help" being uttered  
6 were TTY calls

"Operator" calls - this includes caller dialing 0, and/or callers the system isn't able to understand within X tries

"Emergency" calls - this is both callers pressing 1 (calls that go to an emergency line) and callers that say something the system thinks might have been emergency (which we're sending to Occurring Now)

"Help" calls most likely aren't people yelling for help (I'd be surprised if any were); being a monosyllabic word, it's likely confused with background noise, etc, and as a precaution sent to Occurring Now.

- **Audit update:**

- The bi-monthly report was extended to quarterly. An April update is attached.

- **PSC “catalog of services”** (PSC document 2.3.3)

- The review by Operating Practices began (4 hour meeting) on January 13<sup>th</sup> ...good feedback was provided by a group that included extras (2 from Tech Committee invited) and more who volunteered their time/interest. Follow-up meetings occurred on February 10<sup>th</sup>, March 10<sup>th</sup>, and April 10<sup>th</sup> (with more review to follow).
- All stakeholders were reminded that there'd be no new financial impact from this in 2010 (except for parking dispatching perhaps).

**Law Enforcement Protocol**

- PSC looks forward to the due diligence the Operating Practice Advisory Committee is conducting between now and the **May Center Board meeting. Advanced planning is needed, starting then, to implement in 2010.**
- KEY POINTS:
  - NENA and CALEA recommend a consistent, researched set of procedures for 9-1-1 call-taking;
  - LE protocol will facilitate speedier continuous improvement
  - It will also provide a viable opportunity for quality assurance
  - The protocols are for call-taking and information sharing within the 9-1-1 center, NOT dictating field response or behavior
  - MYTHS: will materially slow down the dispatch of high-priority incidents; constrains dispatchers from asking clarifying questions

Attached is an article published in the March 2010 edition of Law and Order magazine provided to the SLECT (Standardized LE Call-Taking) committee by Chief Henze.

**Parking dispatch for Madison PEO's**

- LAST REPORT: The transition to Madison doing their own PEO dispatching has been delayed due to the temporary injunction declared by the court. An update, and perhaps a final, hearing will occur, we believe, possibly as early as mid-April (April 16 is now the date listed)
- UPDATE: Judge Colas upheld the decision to not allow the parking calls to go to Madison from PSC; PSC will continue handling them as we do now (in house).
- If parking calls (about 1800 for the period of March 1 - April 20) were included with the AA:
  - Parking calls would represent about a third of the calls the AA would handle without Communicator intervention;
  - Thus, the percentage of calls the AA was handling for the 911 Communicators would grow from the above-listed 18% to ~25%.
- In response to a question regarding the numbers of parking cases occurring inside/outside Madison, PSC staff reviewed CAD incident data for 2006-2009:

		on-street	check posting	street storage	private property	total
2006	Madison	4,616	1,146	800	11,126	17,688
	Other	1,149	0	0	854	2,003
2007	Madison	4,361	924	645	11,356	17,286
	Other	1,783	0	0	796	2,579
2008	Madison	4,134	1,101	319	10,325	15,879
	Other	1,799	0	0	721	2,520
2009	Madison	3,766	892	189	9,370	14,217
	Other	1,609	0	0	684	2,293