Q4 – 2017
9-1-1 Answer Times
Automatic Call Distribution (ACD)
Incoming & Abandoned calls

October 1 – 23, 2017 (Positron)   December 2017 (SolaCom)
Total 911 Calls   Total 911 Calls
  10,355   13,109
    95.18% within 15 seconds   97.92% within 15 seconds
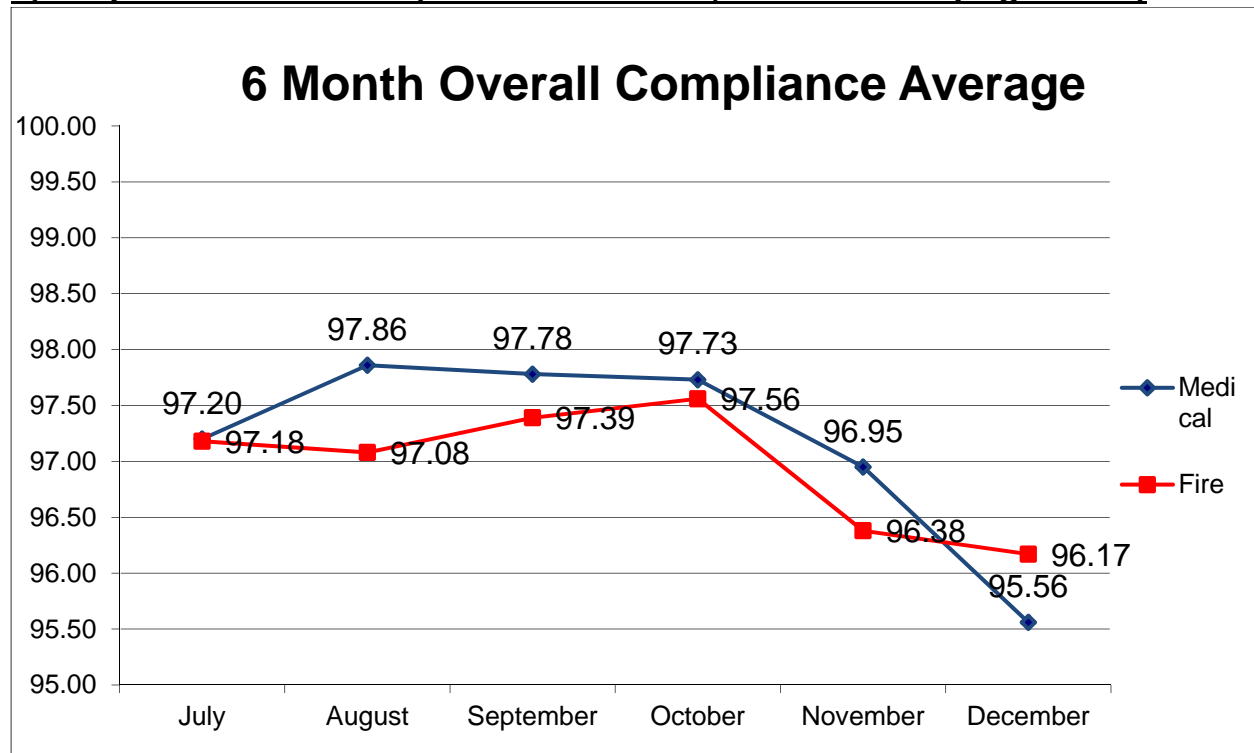   99.67% within 40 seconds   99.74% within 40 seconds

- Total Calls – 23,464* (Does not include from 10/24-11/30/17)
- Average Answer Time -- 00:00:05

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

6 Month Overall Compliance Average

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

Q4 – 2017   **Fire Calls**   Goal (NFPA) for fire calls is 90% in 64 seconds
       <u>2,253 Calls</u>
0:01:04   AVERAGE
0:00:52   MEDIAN
0:01:49   90%
0:01:04   65%

Q4– 2017   **EMS Calls**   Goal (NFPA) for EMS calls is 90% in 90 seconds
       <u>9,168 Calls</u>
0:00:56   AVERAGE
0:00:48   MEDIAN
0:01:29   90%

(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 February 16, 2017)

- **Staffing level is 70.   5 new trainees begin March 5, 2018**

- ## Noteworthy events

  o On 10/3/2017 a citizen wrote to thank Communicator Josh P. for his role on an incident involving a disturbance.
  o On 10/3/2017 Verona PD wrote to thank PSC, and Communicators Katie M. & Tony O. for their important roles in the case of a missing elderly person. The incident quickly escalated to involve multiple agencies, and the ultimate locating of the missing person.
  o On 107/2017 MPD wrote to thank Communicator Christine C. for her work on a armed robbery incident.
  o On 10/21/17 Communicator Stephen P. was recognized by a Deputy for his work role in a potentially high risk situation which was safely resolved.
  o On 11/14/17 Communicator Emilie S. was thanked by a citizen for her role in helping a caller remain calm during a very high risk incident.
  o On 11/21/17 a citizen wrote to thank Communicator Amanda K. for her role in the rapid and efficient response to her report of a missing child.

- o On 12/18/17 a Deputy made a special point of thanking Communicator Kevin F. for his day to day good work. * It's a special kind of praise when the folks on the other end of the radio (i.e. responders) take time from their busy shifts to note the ongoing good work.
- o On 12/26/17 Middleton Police Department wrote to thank Communicators Hannah T., Kevin F. and Frank W. for their combined efforts when a plain clothes detective was involved in a dangerous situation outside his normal jurisdictions, and without communications. MIPD noted in part, *"Thank you for all who helped on the call …. today … During a long 14 min we weren't sure where he was and if/how badly he'd been assaulted."*
- o A citizen wrote to thank Communicator Frank W. for his help after experiencing vehicle problems on 12/16/17. The writer noted, in part *"I just wanted to take a minute to say thank you to both dispatch and Officer … for their courteous attitude and helping me out on that freezing cold day."*

Complaints and Compliments

2017 Q4 Compliments & Complaints					
#	Date	Submitted by	**Situation**	Disposition	Reason
18-1	10/2/2017	Citizen	Poor Customer Service.	Non-sustained	All procedures followed.

Quarterly Training Update

Cross training,
- **1 for MPD 11/11; 2 for Fire**

- **17 Call Taking Check Rides**

Technology:

Computer-aided Dispatch (CAD)
- We continue to operate a very capable CAD system, but also continue to struggle with customer service.

Radio
- **Channel 4 has been re-installed into the line-up, returning DaneCom to full capacity while reducing the incidents of interference with Marquette County.**

Phone System

- The Solacom NG9-1-1 phone system is in and operating well. 2 "punchlist" items remain; mapping and text to 911 (upgrade). **Both remaining items are scheduled for installation in Q1 ('18).**

Cybersecurity

- **A contract between the County and a consultant pends. The majority of effort will involve Information Management, but a smaller part of the project seeks to get a quicker handle on preparedness and risks specific to PSC.**

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. **A meeting is scheduled to again address this shortfall with DIM/LIO…additional staffing (in LIO?) is likely to be needed.**

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.**

2020 Vision Plan

- **This quarter's verbal report is on the "Infrastructure" for PSC and its systems.**

"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.**

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END

Caring X Communication X Capability (C^3) = PERFORMANCE EXCELLENCE

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