

**Public Safety Communications
Accomplishments since 2004**

1. The Operating Budget has increased by 43% between 2004 and the 2009 Adopted Budget. The 2004 operating budget was \$4,408,718. The 2009 operating budget was \$6,298,753.
2. A total of 19.0 FTE have been added between 2004 and the 2009 Adopted Budget.
3. A Support Services unit was created to improve quality control, training, and Center administrative activities. The Division is responsible for administering the following activities:
 - Proactive call reviews: approximately 600 random calls are reviewed by the Division each month.
 - Incident inquiry: complaints, compliments or general inquiries from user agencies and the public are investigated and corrective measures are recommended, if necessary.
 - Training program: pre-service training is administered for new communicators, and existing employees are recertified and cross trained in the law enforcement, fire, and EMS disciplines.
 - Administrative responsibilities: the division is responsible for administering databases used by the agency, organizing and maintaining records, and responding to records requests from user agencies and the public.
4. Priority dispatch was implemented for fire and medical responses.
 - The 911 Center implemented priority medical dispatch in February 2002. Priority fire dispatch followed in July 2007 and was the first implementation in the state. These improvements allow Communicators to ask standardized, scripted questions to dispatch the right equipment to the right place at the right time.
 - The standardized format is reinforced by a strong quality assurance program.
 - Fire priority dispatch implementation cost was \$112,000 for software and protocols and \$45,100 for training.
5. Telephone system was upgraded to take enhanced wireless calls.
 - The enhanced wireless calls allow the Center to identify the location from which a call is being made.
 - The cost of the telephone system upgrade was \$492,000.
6. Computer Aided Dispatch (CAD) servers were replaced (\$40,000) to improve performance, increase storage capacity, and backup/recovery capability.
7. New CAD workstations were funded (\$117,000). The core infrastructure is in place to install the new workstations on the floor. The new technology is already deployed in the training lab and overflow stations that are used during high call volume events.
8. GIS technology has been integrated into the way that call locations are identified response vehicles are routed.
9. Automatic Vehicle Location (AVL) information is available for all municipal ambulances and the City of Madison fire units in real time. This helps when seeking the closest units and directing them to the appropriate, precise location.
10. A Technical Committee was added to the governance structure of the Center. The Committee recommends and plans for technology upgrades. It includes representatives from user agencies and other departments.

11. Overtime Reduction Initiatives

- Communication Supervisors have been authorized to receive compensatory time off to reduce the need to assign a Communicator to an acting supervisor position
- Communicators who serve as Communication Training Officers (CTOs) were authorized to receive compensatory time as an incentive for training new hires. The addition of CTOs allows more new hires to be trained and prepared to take calls.
- The recruitment and testing timeline was streamlined to reduce time to hire by 4 weeks.
- More thorough background checks are being used for new hires to improve the chance of success once on the job.

12. Planning is nearly completed for Center furniture replacement, console replacement, and other interior improvements to the carpeting, ceiling, and HVAC systems.

13. The Center has improved its reporting capabilities which improves accountability and performance measurement. It now publishes a variety of statistics on the Internet including call volumes, answer times, and average call length.

2009 Initiatives

1. Nine positions added in the 2009 Budget.

2. Radio system infrastructure upgrade was funded after complete analysis of urban and rural needs.

- The 2009 Budget funds the first phase of a projected \$30 million project. This is the second largest capital expenditure in County history.

3. New CAD software is funded at \$2,000,000.

- The new CAD will allow for tighter integration with GIS and mapping, interoperability with other dispatch centers in the County and perhaps regionally, and more complex dispatch logic to deal with complicated user agency requirements.

4. Police Priority Dispatch is funded at \$163,000.

- This project extends the benefits of priority fire and EMS dispatch to police responses. It increases standardization and predictability, improves quality assurance and the ability to objectively measure and make judgments about Communicator responses to requests for service. With this implementation, Dane County will be the first dispatch center in the state to employ priority dispatch in all three public safety disciplines, fire, EMS, and police.

5. A new information logging system is funded at \$280,000.

- The new information logging system records dispatcher calls but will also capture information about the images on the Communicator's screen at of a call and other circumstances under which the call was taken.

Total Staff Additions since 2004	\$ 1,184,335
Total Capital Expenditures since 2004	\$15,958,795
TOTAL IMPROVEMENTS 2004-2009	\$17,143,130