

Updates through March 12, 2019

**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. Use Values Statement?	Statement completion and inclusion in orientation processes.	Director; Q22017
1 b.	Training/orientation (including unconscious bias)	Sporadic classroom done.	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)	All QA checks are measured against customer service goals.	Utmost, appropriate balance of customer focus, while, at the same time, ensuring the call-taker has control of the call.	Continued QA checks, training and on-going re-certification checks for all personnel.	Continued compliments as anecdotal evidence; alongside QA score data.	Kevin Fosso; Q42017
1.e.	Meeting w/Urban League	UL VP (Mark Lee) and Dejung met on 4/18/16. More discussion agreed to.	More diverse set of applicants and hires.			Paul Logan; 2018
1 f.	Values statement; C(cubed) = Perform. Excellence.	Caring X Capability X Comms = Performance Excellence	Focus on "Caring"...on the tips of all tongues and front of all minds.	All trainee classes get Director indoctrination..  Thematic Goal for '18 includes this focus.	Not sure.	Director; on-going

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.	<b>ExCEL program (Extra Cross-training Enroute Leadership)</b>	<b>5 veteran Communicators being mentored by Supervisors on Supervisory duties. UPDATE: 2<sup>nd</sup> round of 4 candidates now being trained in late '17 and early '18.</b>	<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> <li>Continue with a new class of 4 Communicators in late '17</li> </ul>	<ul style="list-style-type: none"> <li># of "graduates"; quality assessed by mentor and mentee with written assessment</li> <li>Successful competition for a promotional position                             <ul style="list-style-type: none"> <li>1 success now!</li> </ul> </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>
2 b.	<b>Peer Support</b>	<b>8 Communicators and 2 Supervisors trained to the 90% level; program kick-off should be in spring of '17...DONE!</b>	Fully functional and well-utilized program...maintain cadre of trained personnel	Partnered with Waukesha County on training and the program. Benefit is that if an individual is more comfortable talking to someone in the other County, it can be accommodated.	Quarterly report of utilization (without names and specifics)...to be presented by program coordinators (3 Supervisors)	3 Supervisors...in steady state mode now. Over 100 contacts with personnel as of Oct 2018
2 c.	<b>LPO Training (Leadership in Police Organizations)</b>	<b>All but one of the Supervisors and 1 Manager have completed the 120 hour course.</b>	All managers and supervisors trained.	Training continues; with final (1) Supervisor and 2 managers to attend in 2018	<ul style="list-style-type: none"> <li>When managers/supervisors are consistently applying the training in daily activities.</li> </ul>	Paul Logan; 2018
2 d.	<b>C.I.T. Training (Crisis Intervention Partners)</b>	<b>4 Communicators have completed the training 2018 training is funded and scheduled.</b>	All Communicators and Supervisors trained	2018 budget includes sufficient OT and NAMI has been selected to provide the training.	<ul style="list-style-type: none"> <li>When daily processes include special (appropriate) treatment of callers with mental/emotional challenges.</li> </ul>	Director; 2018 Completed; Aug 2018.

3. Program Innovation

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3 a.	<b>Video to 9-1-1</b>	CPE now on-site and working; need access to ESInet.	Fully NG9-1-1 capable.	Worked with professional associations and the legislature to open a State 9-1-1 Office and provide funding for the ESInet for the whole state.	Videos routinely received with 9-1-1 calls when appropriate/helpful.	Rich McVicar; 2020.
3 b.	<b>Text to 9-1-1</b>	A good interim (GEMS) solution is in place; will upgrade in '18 to fully apprehend the capability of the new phone system (Solacom) for improved solution.	Texts delivered as securely as a voice 9-1-1 call (no reliance on the unreliable Internet).	Contract amendment done; delivery is imminent.	Texts delivered reliably.	Rich McVicar; 2018
3 c.	<b>Language Line Service K</b>	Fully functional/mature...a translator available for ~160 languages.				DONE
3 d.	<b>Location agnostic (procedures)</b>					DONE
3.e.	<b>ASAP to PSAP (time and error-saving delivery of alarms calls directly into the CAD)</b>	PSC is the first TriTech customer to implement ASAP to PSAP and first WI PSAP of any kind to adopt.	Maximize the number of alarm "calls" that come in via the service	Work with the alarm industry to convert all major alarm companies over to the service.	Vast majority of alarm calls come in automatically.	Paul Logan; 2018
3.f.	<b>RapidSOS</b>	Exploring this technology that will delivery location information of callers more quickly and accurately.	Beat the FCC deadlines for "dispatchable locations" delivery (2021 – 2023)	Beta test with vendors such as RapidSOS and/or LaaSerp.	Test versus wireless provider locations...before FCC deadlines.	Rich McVicar; 2018; "RapidLITE" implemented in the summer of 2018; awaiting full blown version on/about Jan 2019.

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

4. Collaboration

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4 a.	Carrie Braxton (recruiter)					Kevin Fosso; 2018
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.  1 more intern slated for '18.	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.  Sought and heard volunteering from Supervisors for '18 intern mentoring.	After-action reports due from the students...we'll hope they are good reports and are heartfelt.  On-going interns each year.	Candy King (college intern mentor) and Kirstin Alsaker (H.S. intern mentor)  Tom Prochaska and Kirstin Alsaker in '18

5. Resource Mobilization

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5 a.	"Smart911"	Still investigating this or similar service that provides individual information on caller's needs.	Obtain service if/when it is a value-add.	Continue with webinars/visits/lit. review.	When we have a good percentage of the population participating. (over 5%)	Rich McVicar; 2018-2020
5 b.	EAP (specialized for public safety); in collaboration with the DCSO.	Into a 3 <sup>rd</sup> year with this specialized program which includes de-briefing, de-fusing, self-care training, and training via classroom for all.	Maximize use of this service.	Continue exposure via in-service training and quarterly distribution of materials for all employees.	Less attrition due to stress issues. More satisfaction and fulfillment for employees.	Paul Logan; on-going.

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5.c.	Legislation (at State level)	<ul style="list-style-type: none"> <li>CPR for high-schoolers required. 2017</li> <li>State Office opened and ESInet funded. 2017</li> <li>Call-taker assisted CPR legislation being considered in '18 session. 2018</li> </ul>	<p>ESInet built statewide.</p> <p>Training (such as CPR) is statewide for all call-takers.</p>	Partnered with American Heart Association, WI Counties Association, etc.	Passed legislation and program implementation	Director; on-going.

**6. Brand and Visibility**

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6 a.	Social Media presence	PSC has Facebook & Twitter presence, with 5k+ combined followers.	Tentative; do NOT want public to think they can tweet or FB us to get service.	<p>Continue the tag-line "Call when you can; text (only if) you can't". Working with the PIO.</p> <p>Also, have planned with PIO and Emergency Management on how to "beef up" the social media presence in a major disaster.</p>	# of followers (without phone calls coming from them)	Paul Logan; on-going; next step is to investigate on-line incident reporting (for if/when 911 is difficult to connect to due to busyness...natural disaster, for example). Funding received.
6 b.	Public Education (by niche)	Text-to-911 briefing completed for D/HoH community and with domestic abuse advocacy groups.	Passive/reaction (will visit and talk if asked; not actively reaching out).	Review in 2018 to see if target/tactics should be re-assessed and upgraded.		Director; 2018
6 c.	7 X 24 X 365 status	(well known)...after 50 years (this month) in the U.S.	Known to all; used appropriately by all.			
6 d.	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. e.	<b>Comfort with calling?</b>	Anecdotally, some communities (e.g. the Hmong...based on my days in the MN Twin Cities) can sometimes be reluctant to call. Might this be increasing with the focus on ICE and sanctuary city challenges?				