



# Washtenaw County Sheriff's Office Metro Dispatch

Ann Arbor City Council Meeting  
January 22, 2013

# Brief History

- The Sheriff has operated Central Dispatch since 1990 providing dispatch services to Northfield Township, Michigan State Police, Huron-Clinton Metropolitan Authority as well as contract policing jurisdictions.
- In January, 2010, the City of Ypsilanti contracted with the Sheriff's Office for dispatch services.
- The Sheriff's Office and Ann Arbor Police co-located dispatch in May, 2010.
- Co-location produced operating efficiencies in call-taking and technology.

# Ann Arbor

## Dispatch Contract

- March 2011- Sheriff and Police Chief began strategic discussions to identify additional efficiencies in delivering dispatch services.
- AAPD was facing significant budget challenges. Public safety staff reductions were a real possibility.
- WCSO faced budget challenges that prevented the agency from hiring additional dispatch staff.
- Ann Arbor requested a proposal for WCSO to provide all dispatch services.
- We projected that the City will save at least \$400,000 annually via this agreement
- New agreement furthers the benefits already achieved via our previous co-location efforts.

# Timeline

- March, 2011: First strategic discussions between Sheriff and Police Chief
- April, 2011: Joint City/County task force formed
- June, 2011: First public discussion of opportunity for consolidation
- September 12, 2011: Council working session
- December 2011: City Council approves contract proposal
- January 2012: Washtenaw County Board of Commissioners approves contract proposal
- July 2012: WCSO assumes full responsibility for Ann Arbor dispatch services
- January 2013: First report back to Ann Arbor City Council

# Quality First

- Washtenaw County Sheriff's Office - Metro Dispatch operates under the direction of a comprehensive set of policies and uniformed standards that align with or exceeds state and national "best/promising practices."
- WCSO has made a significant investment in managing dispatch operations and providing quality leadership to the staff. We installed three (3) Dispatch Operations Coordinators (DOC'S), with shift management, quality assurance, staff training and scheduling responsibilities. One (1) Dispatch Manager, with overall operations and administrative responsibilities.
- Performance metrics have been developed and service quality assessments are conducted on a regular basis. The assessment results are communicated to our dispatch service contract partners on a monthly basis via comprehensive reports.

**Washtenaw County Sheriff's Office  
Metro Dispatch  
Dispatch Service Performance Metrics\***

Operational	Financial
<ul style="list-style-type: none"> <li>•Call volume (911 by jurisdiction; AA &amp; WCSO non emergency)</li> <li>•Number of calls for service</li> <li>•Speed to answer (mean, min, max)*</li> <li>•Speed to dispatch / length of call hold (Emergency/nonemergency) (mean, min, max)</li> </ul>	<ul style="list-style-type: none"> <li>•Performance to budget</li> <li>•Total OT hours</li> <li>•OT percentage (# OT hrs./ #Tot. hrs.)</li> <li>•Productive labor hours</li> <li>•Cost per 911 call</li> </ul>
Service Quality	Development
<ul style="list-style-type: none"> <li>•Officer satisfaction***</li> <li>•Command satisfaction</li> <li>•<b>Citizen satisfaction**</b></li> <li>•<b>Call scoring (behavior-based)**</b></li> <li>•Number of complaints by jurisdiction</li> </ul>	<ul style="list-style-type: none"> <li>•Hours of training per employee</li> <li>•Number of certifications per employee</li> </ul>

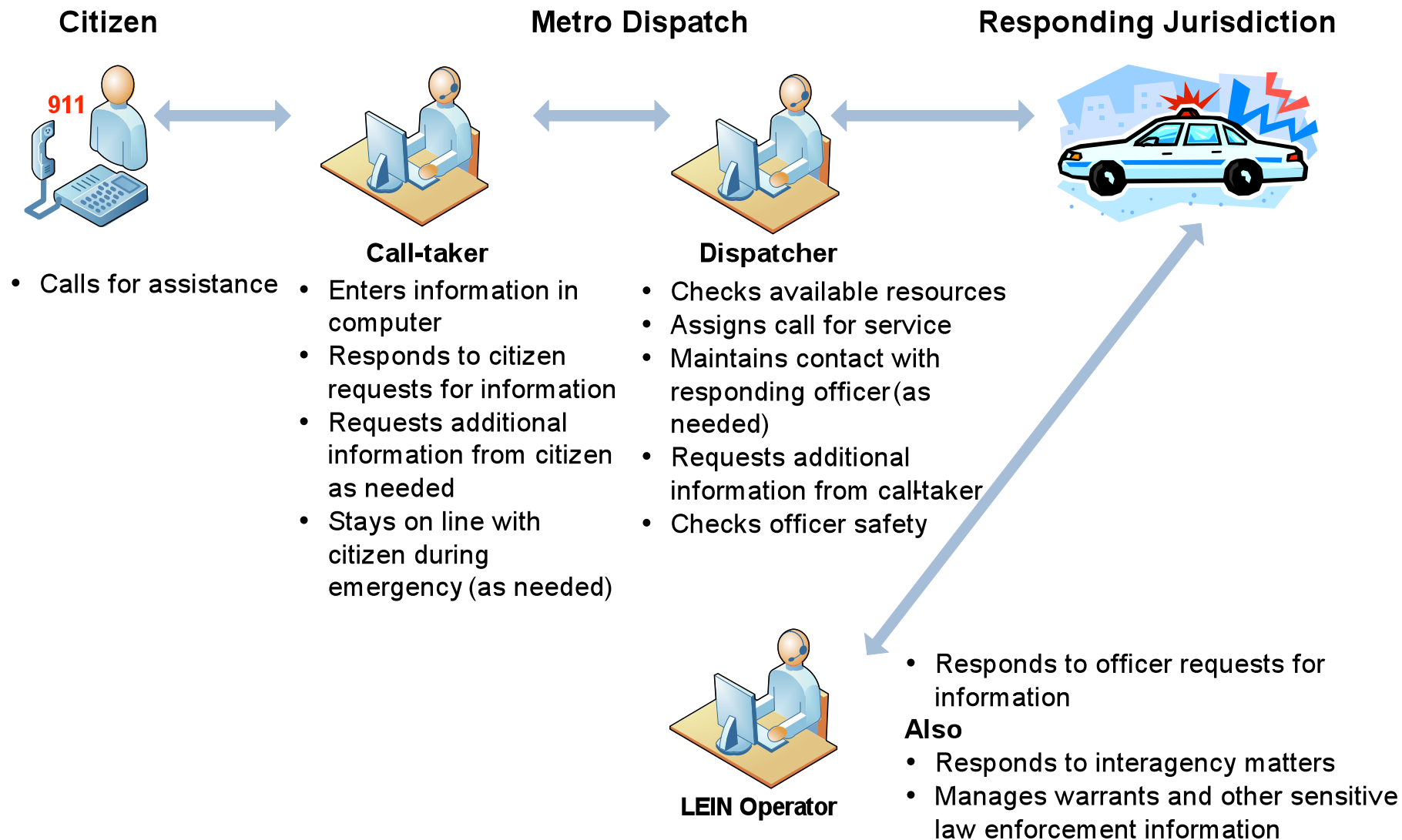
\*Monthly Performance Metrics are provided to each Agency.

\*\*All items are complete except **Bolded** items are in progress.

\*\*\*Contracting Partner's does not desire this item at this time.

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# Call Flow

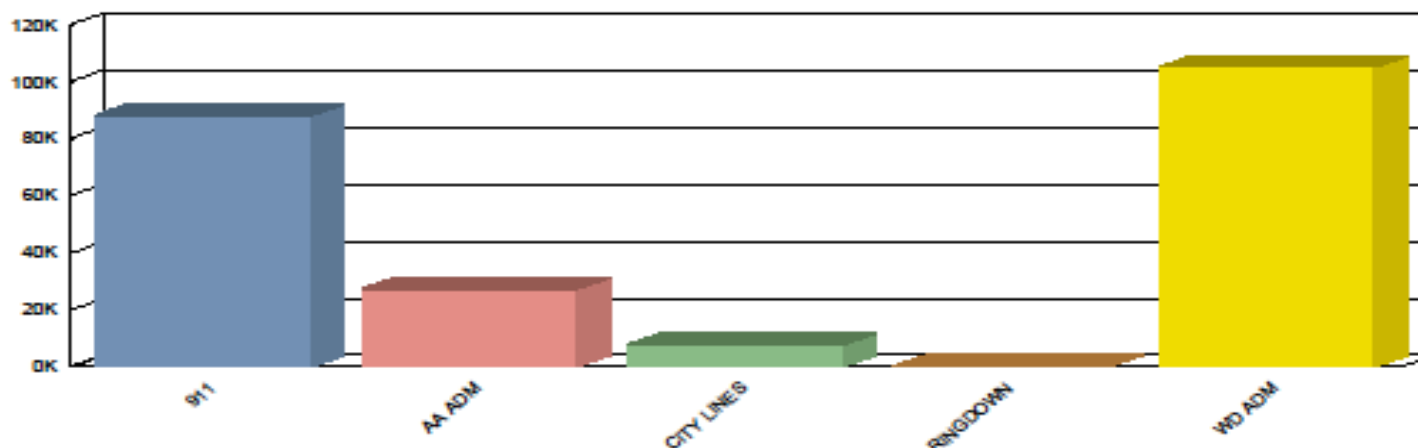




## Metro Dispatch Total Call Volume (July-Dec) 2012

From : 07/01/2012 00:00:00 To : 12/31/2012 23:59:59  
 Line Group: 911, AA ADM, CITY LINES, RINGDOWN, WD ADM

Number of Calls : 228,465



Line Group	Incoming	Outgoing	Abandoned	Number of Calls
911	77,949	9	10,319	88,277
AA ADM	24,235	3,012	0	27,247
CITY LINES	5,190	2,545	0	7,735
RINGDOWN	0	28	0	28
WD ADM	60,023	45,155	0	105,178
	<u>167,397</u>	<u>50,749</u>	<u>10,319</u>	<u>228,465</u>

Total 911 for Metro Dispatch in a 6 month period: 88,277

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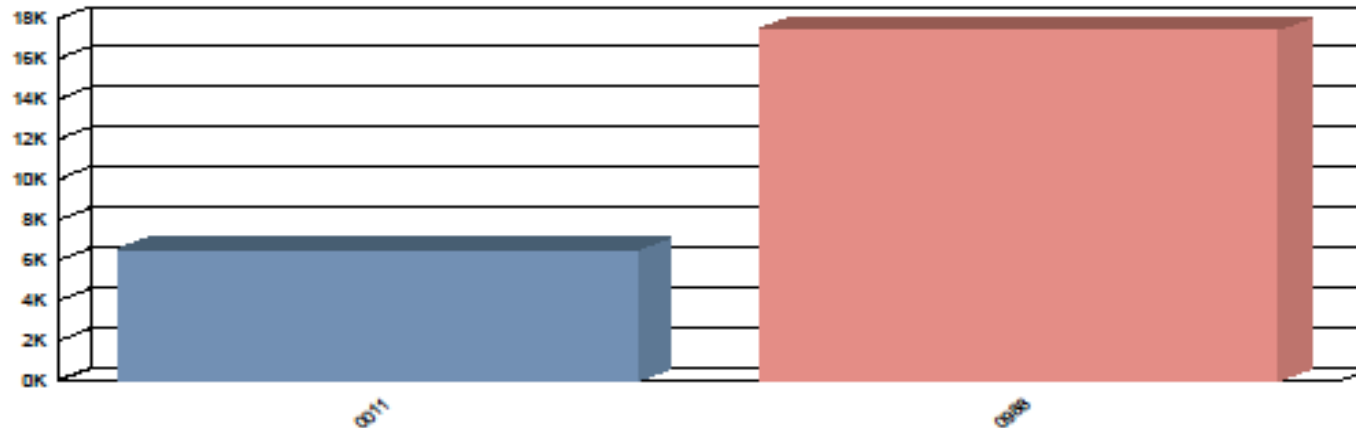


## AAPD 911 Totals July-Dec 2012

From : 07/01/2012 00:00:00  
 ESN: 0011, 0988

To : 12/31/2012 23:59:59

Number of Calls : 24,010



<u>ESN</u>	<u>Number of Calls</u>	<u>Percentage (%)</u>	<u>Cumulative (%)</u>
0011	6,541	27.24	27.24
0988	17,469	72.76	100.00
	<u>24,010</u>	<u>100.00</u>	

ESN 0011 = Landline    ESN 0988=Wireless

Total AAPD 911 Calls for the same 6 month period in 2011: 24,251

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# Speed to Answer Emergency Calls

Answer Time	Classification	Number of Calls	Percentage
0-2 rings .001-10 seconds	Excellent	71,064	86%
3-4 rings 10.001-20 seconds	Good	9,481	11%
5-6 rings 20.001-30 seconds	Average	1,550	2%
7-8 rings 30.001-40 seconds	Poor	386	<1%
8+ rings 40.001+ seconds	Unacceptable	164	<1%
<b>TOTAL</b>		82,645	100%

## NENA (National Emergency Number Association) Standard:

- 95% of all 911 calls be answered within twenty seconds (4 rings)
- Washtenaw Metro Dispatch is currently at 97%

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# Speed to Answer All Calls

Answer Time	Classification	Number of Calls	Percentage
0-2 rings .001-10 seconds	Excellent	146,549	85%
3-4 rings 10.001-20 seconds	Good	20,710	12%
5-6 rings 20.001-30 seconds	Average	3,505	2%
7-8 rings 30.001-40 seconds	Poor	854	<1%
8+ rings 40.001+ seconds	Unacceptable	379	<1%
<b>TOTAL</b>		171,997	100%

- Washtenaw Metro Dispatch answers 97% of all calls within 20 seconds(4 rings)

# Calls for Service By Agency

	December 2012	2012 Total	2011 Total
AAPD	4,655	59,898	63,451
NTPD	484	6,995	7,537
WCSO	5,391	66,432	63,272
YPD	1,423	19,131	19,806

- WCSO does not pull a CFS number for traffic stops
- WCSO includes MSP calls for service (freeway/non contract areas)
- MSP, NTPD, WCSO and YPD do not pull CFS numbers for medicals unless it requires police response

# Speed to Dispatch for AAPD\*

Incident Type	Average Dispatch Time (minutes)	Event Number
Ambulance Requests	3.13	981
Burglary Alarms	2.87	1,127
Disorderly	5.16	1,010
Domestic Violence	4.51	164
Fight	2.11	159
Robbery	2.2	21
Traffic Accidents with injury	4.02	166
<b>Total for All AAPD</b>	<b>11.17</b>	<b>31,598</b>

\*Time from when the call is entered until a unit is dispatched to respond. The length of time is based on available resources in the field.

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Command Satisfaction Survey

July-December 2012

27 Total Responses from AAPD, MSP, Northfield Township PD & Ypsilanti Police\*

Rating Scale is 1 to 5 (5 being the highest)

Questions asked:	Rating:
Does Metro Dispatch provide adequate information to your officers when they are responding to calls for service?	4.15
How helpful and courteous are Washtenaw Metro Dispatchers when interacting with officers over the radio and telephone?	4.37
How proficient are Metro Dispatchers in following the protocols and procedures of your agency?	4.11
How attentive are Washtenaw Metro Dispatchers concerning officer safety?	4.32
Are the available resources in your jurisdiction efficiently deployed by Metro Dispatch?	4.19
How responsive is Washtenaw Metro Dispatch leadership to any issues or complaints that have been brought to their attention?	4.54
Overall, how satisfied would you say your agency is with the service provided by Metro Dispatch?	4.11

\*Survey is emailed monthly to the designated lead for all agencies

# Service Complaints by Jurisdiction

	Total Complaints	Internal	External	Founded *	Open Status
AAPD	31	21	10	16	0
MSP	2	0	2	1	0
NTPD	4	4	0	2	0
WCSO	34	22	12	22	0
NTPD	7	6	1	6	0
<b>Totals</b>	<b>78</b>	<b>53</b>	<b>25</b>	<b>47</b>	<b>0</b>

## Examples:

- Data entry errors
- Caller on hold for excessive amount of time with non emergent complaint
- Incorrect wrecker company requested for a tow
- Not polling for closest car to respond

\*Founded means that an error or wrongdoing was determined

# AAPD Service Complaints to Metro Dispatch

	Total Complaints	Internal	External	Founded	Open Status
July	5	3	2	1	0
August	3	3	0	2	0
September	7	3	4	4	0
October	4	4	0	3	0
November	9	6	3	5	0
December	3	2	1	1	0
<b>Totals</b>	<b>31</b>	<b>21</b>	<b>10</b>	<b>16</b>	<b>0</b>



# 2012 Financial Data

## Performance to Budget

-Budget 2012 \$3,637,421

-Actual 2012 \$3,167,903\*

Total Overtime Hours: 6,749 (total for 2012)

Overtime Percentage: 11.3%

Productive Labor Hours: 1,612

\*This amount is a projected 2012 year end amount and does not include any  
E911 revenue.

# Cost Per 911 Call

Actual Cost per 911  
(2011)

Ann Arbor Disp: \$39.63

Metro Dispatch: \$16.18

Estimated Metro Dispatch Cost per  
911 call in 2011

Metro Dispatch: \$17.37

Actual Cost per 911  
(Jul-Dec 2012)

Ann Arbor: \$15.81\*

Metro Dispatch: \$17.94\*

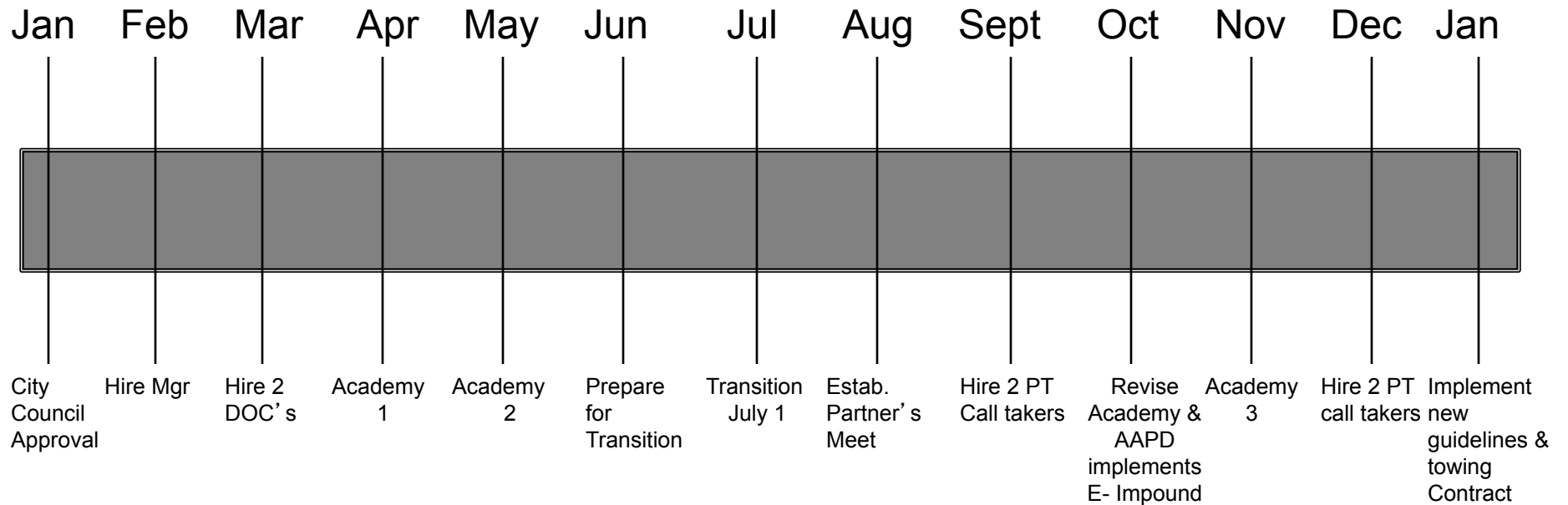
\*This amount is based on a projected 2012 year end budget amount and does not include any E911 revenue.

# Metro Dispatch Staffing

Staff	AAPD	WCSO Pre-transition	WCSO Post-Transition
Manager	1	0	1
Supervisor	1	1	3
Dispatchers	21 (19)	17	29
Part-time call takers	0	3	12-15

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# 2012 Hiring & Training Timeline



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# Current Staffing & New Hires

- 1 Manager
- 3 Dispatch Operation Coordinators (Supervisors)
- 20 Full time fully trained dispatchers
  - 9 positions to fill (5 currently in training)
- 8 Part time fully trained call takers
  - 6 positions to fill (2 currently in training)

## New Hire Training

- 3 Metro Dispatch Academies were held in 2012
- New hires receive 196 hours of Academy classroom training
- New hires receive a minimum of 10 weeks of on-the-job training
- Average time to fully train a new full time employee: 5-6 months (from academy through completion of on the job training)

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# Educational Development for Staff

- 2 employees attended the APCO Fall Conference  
(Association of Public-Safety Communications Officials)
- 5 Full time dispatchers attended 56 hours of outside training
- 2 Part time call takers attended 16 hours of outside training
- 3 Supervisors attended 48 hours of outside training

# New Dispatcher Training Standards

- In December 2012, the Michigan Public Service Commission issued Emergency 911 Service Standards of Training for 911 operators
- Michigan is now among 31 states with minimum standards for 911 dispatchers and call takers
- Employees hired a year prior to the standard must complete 40 hours of training within 18 months of hire
- Employees hired after the effective standard must complete 40 hours of training within 24 months of hire
- Continuing education for all dispatchers and call takers will be at least 24 hours every 24 months

# WCSO Transition Cost

- 14<sup>th</sup> month of transition (process began in earnest after A2 CC and WC BOC gave final approval)
- Significant investment in hiring the right people and providing them the best training available
- All training related cost = \$280,327.62
  - Includes: program development and delivery (Academies, OJT), materials
- All hiring related cost= \$ 123, 455.34
  - Includes: Backgrounds, Physical and psychological exams, additional process related activities



# QUESTIONS?

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