

**Ann Arbor City Council Regular Session: January 22, 2013
 Email Redactions List Pursuant to Council Resolution R-09-386**

<u>Sent Time</u>	<u>Received Time</u>	<u>To</u>	<u>From</u>	<u>CC</u>	<u>Redactions</u>	<u>Reason for Redaction</u>
	8:37 PM	Warpeowski, Kunselman, Lumm	V Parker		Personal Email	Privacy
	8:05 PM	Chuck Warpehoski	Harvey Kaplan		Personal Email	Privacy

Allen, Jane

From: V Parker [REDACTED]
Sent: Tuesday, January 22, 2013 8:36 PM
To: Warpehoski, Chuck; Kunselman, Stephen; Lumm, Jane
Subject: City Council Meeting

I'm watching about Washtenaw Metro Dispatch. I'm confused by the difference between the training level between full-time and part-time employees. Am I going to get the same service from either? Also, How can the costs be so much lower per 911 call, does this mean that the center is understaffed as compared to before? Maybe people are overworked? It concerns me that ANY 911 call is ringing for more than 20 seconds without being answered? Hopefully someone gets this while this meeting is still going on.

Thank You,
Concerned Citizen

Allen, Jane

From: Harvey Kaplan [REDACTED]
Sent: Tuesday, January 22, 2013 8:05 PM
To: Warpehoski, Chuck
Subject: Fwd: Freedom of Speech and Offensive Remarks

Dear Councilman Warpehoski,

I am at home listening to the Council Meeting and I am pleased that you responded as you did publicly. I am sure it is difficult to listen to the comments and ad homonym verbal attacks on you.

Thank you,

Sincerely,
Harvey Kaplan

Begin forwarded message:

From: Harvey Kaplan [REDACTED]
Date: January 22, 2013 7:59:02 PM EST
To: Harvey Kaplan [REDACTED]
Subject: Re: Freedom of Speech and Offensive Remarks

Dear Councilman Warpehoski,

I am at home listening to the Council Meeting and I am pleased that you responded as you did publicly. I am sure it is difficult to listen to the comments and ad homonym verbal attacks on you.

Sincerely,
Harvey Kaplan

On Nov 21, 2012, at 3:16 PM, Harvey Kaplan wrote:

Councilman,
Thank you for your response. I will continue to follow this issue and I hope that you will make your views known publicly if things like this happen again in the future.

Harvey Kaplan
On Nov 21, 2012, at 12:14 AM, Warpehoski, Chuck wrote:

Mr. Kaplan,

Thank you for your email.

I agree that the remarks were offensive. Yesterday was my first meeting on Council, and I am still learning the ropes. One of the questions that needs to be discerned is how to best to deal with their disruption: is it better to "starve them" of attention or to give them attention to challenge their statements.

In terms of historical record, about 10 years ago ICPJ did pass a resolution calling for military divestment. As a peace group, this shouldn't be surprising--we don't support military aid to any country. I think the important thing to remember is that it is not a call to divest from Israel.

Also in terms of the recent ICPJ resolution condemning the picket outside Beth Israel Congregation, this was the most recent of many steps ICPJ has taken: we closed down the task force the picketers took over, we privately called on them to stop, we provided venues for Rabbi Dobrusin to speak about the congregation's travails, and most recently we issued this resolution.

In my campaign, I made a promise that I would not vote for any resolution critical of Israel as long as the harassment of the synagogue continues, nor would I support any resolution that does ignores the complexity of the nuance of the situation. So, if they are looking to me to be their standard bearer, they are looking to the wrong person. While I have criticisms of Israeli policies, I do not support their practices of harassment and demonization. Nor is my vision so myopic that I can only see misconduct by only one party to the conflict.

Best wishes,
-Chuck

-----Original Message-----

From: Harvey Kaplan [REDACTED]
Sent: Tue 11/20/2012 9:49 PM
To: Warpehoski, Chuck
Subject: Freedom of Speech and Offensive Remarks

Dear Councilman Warpehoski,

While I am a strong proponent for freedom of speech, remarks yesterday at the open comments segment at Council are very close to crossing the line. The trio of presenters that called for the boycott of Israel, called Israel a Nazi State and shamed the Council for not responding. Although I personally found their remarks highly offensive the speakers do in fact have the right to speak out; however, I am not alright with the speakers inferring that you, as the Head of the Interfaith Council for Peace and Justice supported a resolution to push AA to divest support of Israel. Further, he (Coleman) purposely and publicly put you "on the spot" to reinforce the pledge. Your silence at Council after these inflammatory remarks - during remarks from Council portion of the agenda, was "deafening". While commenting on these remarks potentially has its own problems, perhaps giving credibility to the speakers. Nonetheless, I do think their remarks were highly offensive and in my opinion I think that some comments (explanation) by you are necessary and hopefully forthcoming.

I have also come to understand that the Interfaith Council recently spoke out against the weekly demonstrations by some of these same individuals outside the Beth Israel Synagogue (after 9 years).

I look forward to hearing from you.

Sincerely,
Harvey Kaplan
November 20, 2012


Allen, Jane

From: Beaudry, Jacqueline
Sent: Tuesday, January 22, 2013 8:46 PM
To: Anglin, Mike; Beaudry, Jacqueline; Bowden (King), Anissa; Briere, Sabra; Crawford, Tom; Hieftje, John; Higgins, Marcia; Higgins, Sara; Kailasapathy, Sumi; Kunselman, Stephen; Lumm, Jane; Petersen, Sally; Postema, Stephen; Powers, Steve; Satterlee, Joanna; Schopieray, Christine; Taylor, Christopher (Council); Teall, Margie; Walker, Nancy; Warpehoski, Chuck; Wondrash, Lisa
Subject: Dispatch Update from Sheriff Clayton
Attachments: WCSD Dispatch presentation 012213.pdf

Attached is a copy of the Sheriff's presentation.

Jacqueline Beaudry, City Clerk

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734.794.6140 (O) · 734.994.8296 (F) |
jbeaudry@a2gov.org | www.a2gov.org

 Think Green! Please don't print this e-mail unless absolutely necessary.

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

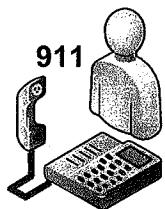
*Monthly Performance Metrics are provided to each Agency.

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

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

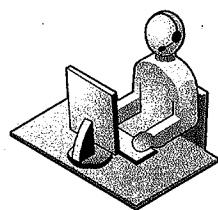
Call Flow

Citizen



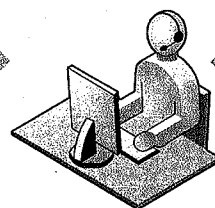
- Calls for assistance

Metro Dispatch



Call-taker

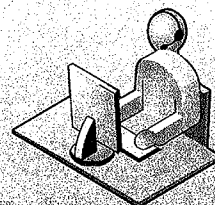
- Enters information in computer
- Responds to citizen requests for information
- Requests additional information from citizen as needed
- Stays on line with citizen during emergency (as needed)



Dispatcher

- Checks available resources
- Assigns call for service
- Maintains contact with responding officer (as needed)
- Requests additional information from call-taker
- Checks officer safety

Responding Jurisdiction



LEIN Operator

- Responds to officer requests for information

Also

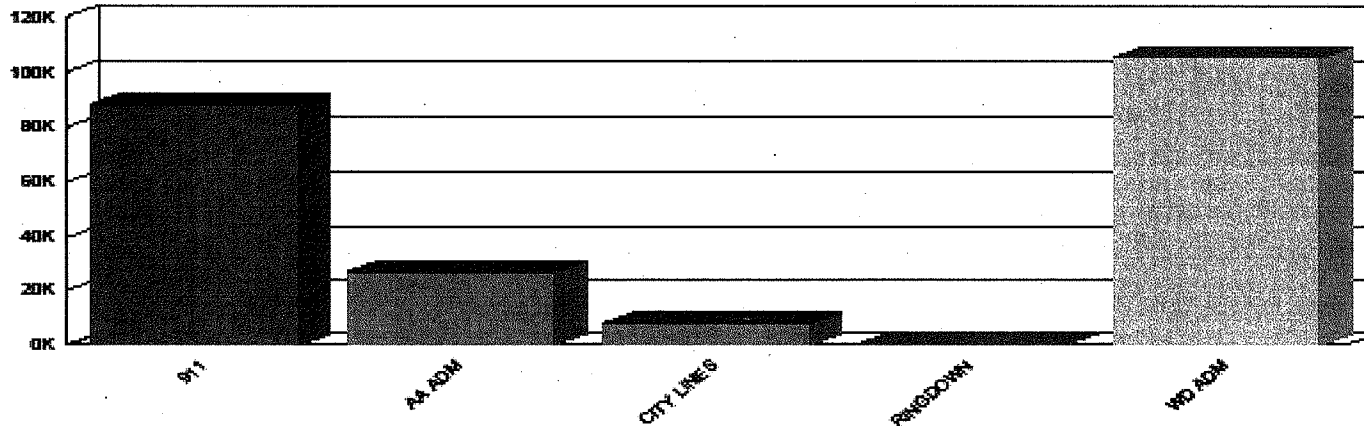
- Responds to interagency matters
- Manages warrants and other sensitive law enforcement information



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

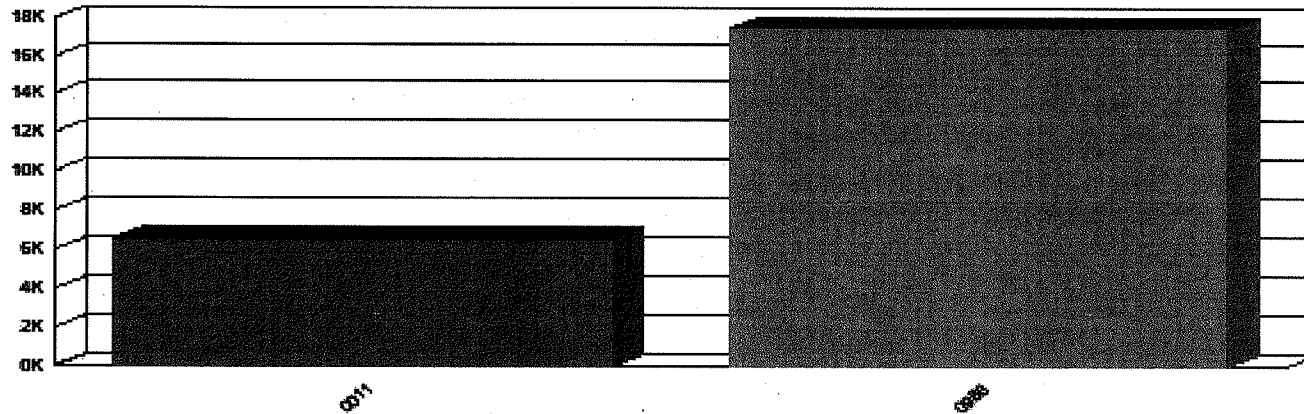


AAPD 911 Totals July-Dec 2012

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

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%
TOTAL		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%
TOTAL		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
Total for All AAPD	11.17	31,598

*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.

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
Totals	78	53	25	47	0

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
Totals	31	21	10	16	0

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*

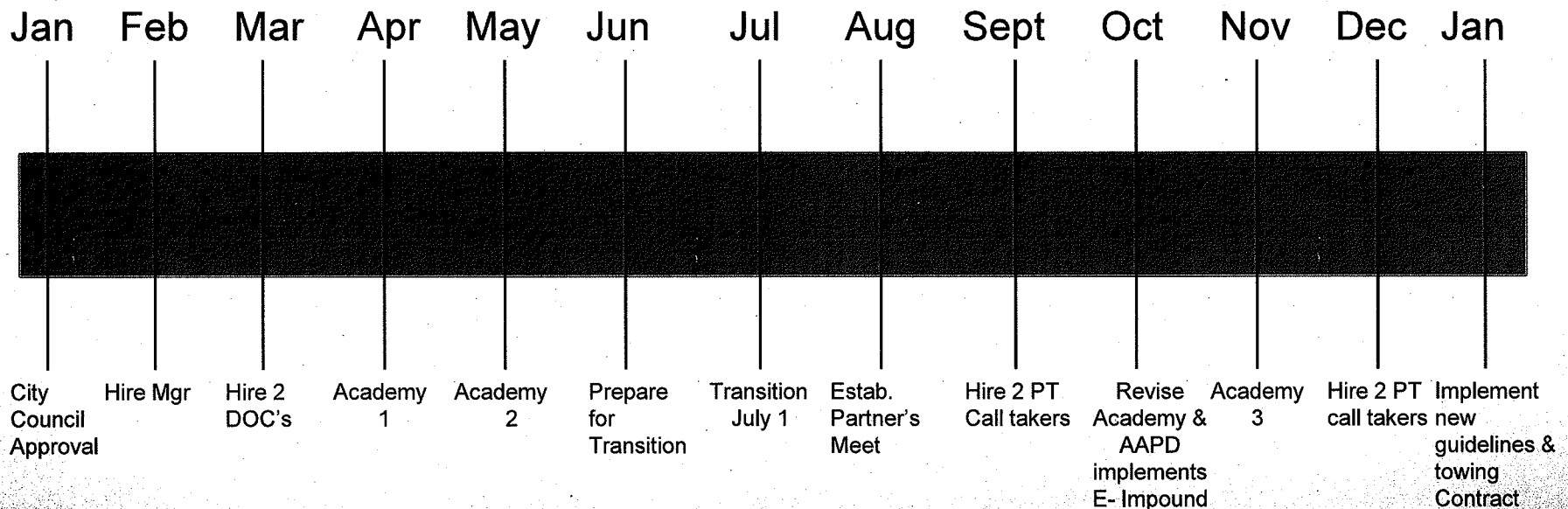
Metro Dispatch: \$17.94*

*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

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)

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

- 14th 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

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QUESTIONS?