



MEMO

WCICC/Communications

TO: Glenn Sedivy
FROM: Wendi Hess *WH*
DATE: October 29, 2018
RE: Quarterly performance measures

The following is a summary and analysis of the first quarter FY2019 (July 1, 2018 to September 30, 2018) performance measurements. Included in the report is a full year of data as a reference point so that the same quarter from the last year can be compared.

Priority 1 call start to dispatch time: We continue to achieve the goal of call start to dispatch in under 2 minutes. We had a great quarter- getting calls out the door quickly. I think we are all hoping that as the fall/winter season approaches we see a downturn in activity but things right now we seem to be consistently busy along with the user agencies we dispatch for.

In July 2018 we implemented the new Sioux City Fire Rescue station alerting software, when looking at overall averages they are just slightly better this quarter but we have also looked at just Sioux City Fire Rescue and they are considerably faster times so that is definitely contributing to the overall shortened call start to dispatch times, hopefully we see these times continue to improve- they are well within our goals but I am curious if we will continue to see improvements.

No issues were identified this quarter related to training or policy.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
Jul-2017	2321	0:59
Aug-2017	2220	0:54
Sep-2017	2140	0:53
Oct-2017	2072	1:01

Nov-2017	2037	0:59
Dec-2017	2052	0:57
Jan- 2018	1522	0:51
Feb- 2018	1216	0:57
Mar- 2018	1359	0:52
Apr-2018	1451	0:49
May-2018	1658	0:58
Jun-2018	1616	0:54
Jul-2018	1576	0:49
Aug-2018	1550	0:45
Sep-2018	1523	0:48

911 Ring Time: All times continue to be consistent this quarter with the same time last year. Average ring time is outstanding- achieving our goal of under 10 seconds answering all emergency calls. We are putting fewer people on hold but that also seems to correlate with a lower call volume; more calls more put on hold to prioritize calls coming in. Overall pleased with the numbers and no issues identified even with more new staff this quarter.

911 Ring Time

Month	Number of Incoming 911 Calls	Average ring time	Average call duration	Average hold time	Number of calls placed on hold
Jul-2017	4679	0:05	2:09	0:54	188
Aug-2017	4427	0:05	2:03	0:51	165
Sep-2017	4128	0:05	2:02	1:26	124
Oct-2017	4006	0:05	2:02	0:51	132
Nov-2017	3394	0:05	1:58	1:00	129
Dec-2017	4057	0:04	1:52	0:55	87
Jan-2018	3620	0:05	1:59	0:47	103
Feb-2018	3260	0:05	1:57	0:52	84
Mar-2018	3721	0:04	2:07	1:10	81
Apr-2018	3906	0:04	1:55	0:36	123
May-2018	4521	0:05	2:00	0:59	166
Jun-2018	4486	0:04	1:50	0:54	137
Jul-2018	4448	0:05	1:51	0:41	123
Aug-2018	4354	0:05	1:54	0:41	89
Sep-2018	3985	0:04	1:58	1:02	66

EMD Protocol Compliance: Still trying to get back to reviewing EMD calls as we continue to focus on the training of new employees. In mid-September we moved people around to new shifts which has helped staffing to allow for those that are EMD reviewers to have adequate coverage on their shifts to be able to review calls. Hopefully this continues as this is a valuable tool to provide feedback especially with newer employees that are new at EMD call taking.

EMD Protocol Compliance

Month	Number of EMD Calls Reviewed	Average Compliance Scoring
Jul- 2017	0	No calls reviewed
Aug- 2017	0	No calls reviewed
Sept- 2017	0	No calls reviewed
Oct- 2017	0	No calls reviewed
Nov- 2017	0	No calls reviewed
Dec- 2017	0	No calls reviewed
Jan-2018	16	92%
Feb-2018	18	95%
Mar-2018	0	No calls reviewed
Apr-2018	45	93%
May-2018	9	97%
Jun-2018	13	99%
Jul-2018	0	No calls reviewed
Aug-2018	0	No calls reviewed
Sept-2018	30	95%

Policy: While training continues, we are in a much better place related to staffing, so we are trying to start doing EMD review consistently have started to get back on track. We made progress in September and will hopefully continue to review calls weekly. We are also doing our best to review calls for those that are newly trained in EMD call taking so they have some feedback.

Training: We have many newer employees and we will continue to look at these performance measures to see if it identifies areas that we need to focus training on. Nothing is identified this month, but we will also ask staff for feedback on what they think they could benefit from.

Remedial Actions: No remedial actions have been taken related to performance measures.

Report Approved by _____



Date: _____

10-29-18