



# *MEMO*

## **WCICC/Communications**

TO: Glenn Sedivy  
FROM: Wendi Hess  
DATE: January 15, 2019  
RE: Quarterly performance measures

The following is a summary and analysis of the second quarter FY2019 (October 1, 2018 to December 31, 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 providing great service to the community.

We continue to see a much faster call start to dispatch time; no doubt related to the Sioux City Fire station alerting software installed in July of 2018. I would guess we are getting about as good as we can get in this area and will probably see it be more consistent going forward instead of seeing more improvement.

Because times are so well below the 2-minute goal we should look at making changes to those benchmarks and setting new goals for call start to dispatch.

### **Priority 1 call start to dispatch time**

| Month     | Number of Calls | Average Call Start to Dispatch |
|-----------|-----------------|--------------------------------|
| 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 |
| Oct2018  | 1520 | 0:46 |
| Nov-2018 | 1429 | 0:36 |
| Dec-2018 | 1463 | 0:37 |

**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. Our workload seems to be very similar to last year for the same quarter. We have been lucky with not many winter storms to create an increase in call volume.

## 911 Ring Time

| Month    | Number of Incoming 911 Calls | Average ring time | Average call duration | Average hold time | Number of calls placed on hold |
|----------|------------------------------|-------------------|-----------------------|-------------------|--------------------------------|
| 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                             |
| Oct2018  | 3887                         | 0:04              | 2:00                  | 0:49              | 116                            |
| Nov-2018 | 3925                         | 0:04              | 2:06                  | 0:42              | 119                            |
| Dec-2018 | 4046                         | 0:04              | 2:04                  | 0:47              | 133                            |

**EMD Protocol Compliance:** Still trying to get back to reviewing EMD calls as we continue to focus on the training of new employees. We are back to reviewing calls but have reviewed a little less than we should. We will continue to make this a priority. I feel like our average is a little lower than we have seen in the past, but we have several

newer EMD call takers on busy shifts that are still getting better at the protocols. Hopefully consistent feedback helps us improve our percentages.

## EMD Protocol Compliance

| Month     | Number of EMD Calls Reviewed | Average Compliance Scoring |
|-----------|------------------------------|----------------------------|
| 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%                        |
| Oct2018   | 32                           | 93%                        |
| Nov-2018  | 42                           | 94%                        |
| Dec-2018  | 45                           | 93%                        |

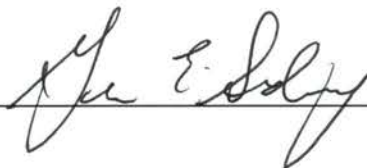
**Policy:** While training continues, we are in a much better place related to staffing with just one part-time operator in training. We made progress this quarter and will do our best to continue to review calls weekly. We are also doing our best to review calls for those that are newly trained in EMD call taking so they have some helpful feedback and encouraging them to listen to their calls for review.

We will look at changing the goal for call start to dispatch of priority 1 calls; we have proven we can do much better than the 2-minute current goal.

**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 quarter, 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:

11-15-19