



MEMO

WCICC/Communications

TO: Glenn Sedivy
FROM: Wendi Hess *WH*
DATE: July 29, 2019
RE: Quarterly performance measures

The following is a summary and analysis of the fourth quarter FY2019 (April 1, 2019 to June 30, 2019) 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 revised our goal for call start to dispatch of priority 1 calls reducing it from a goal of 2 minutes to 1 minute. While we achieved our goal this quarter it is also busier based on total call volume, so we see a slight increase in the average time from call start to dispatch.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
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
Jan- 2019	1405	0:46
Feb- 2019	1353	0:48
Mar- 2019	1495	0:40
Apr-2019	1566	0:40

May-2019	1593	0:50
Jun-2019	1667	0:48

911 Ring Time: We saw an increase in call volume this quarter which we expect with the summer months but it's even busier than last year at this time. Even with it busier our staff is providing quality service. Average ring time is outstanding- achieving our goal of under 10 seconds answering all emergency calls.

911 Ring Time

Month	Number of Incoming 911 Calls	Average ring time	Average call duration	Average hold time	Number of calls placed on hold
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
Oct-2018	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
Jan-2019	3871	0:04	1:56	0:43	93
Feb-2019	3888	0:04	2:00	1:00	88
Mar-2019	4158	0:04	1:57	1:04	100
Apr-2019	4248	0:04	1:56	0:58	70
May-2019	4724	0:05	1:56	1:09	70
Jun-2019	4909	0:05	1:56	0:57	64

EMD Protocol Compliance: We are doing our best to get calls reviewed but we had a lot going on this quarter; a new employee started that is being trained and we had furniture installed which made our workstation for reviewing calls unavailable for the end of May and much of June. We do our best 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 identifies areas individuals need to work on and we see an improvement in our overall compliance.

EMD Protocol Compliance

Month	Number of EMD Calls Reviewed	Average Compliance Scoring
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%
Jan- 2019	85	93%
Feb- 2019	98	93%
Mar- 2019	121	95%
Apr-2019	95	93%
May-2019	11	93%
Jun-2019	26	98%

Policy: While training continues, we are in a much better place related to staffing with just one new full-time operator in training but it's also the busy summer with increased work load and staff on vacations. 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.

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. We also look at individual calls that bring the average down in call start to dispatch to see if there is a pattern that needs addressed. 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:

07-30-19