



MEMO

WCICC/Communications

TO: Glenn Sedivy
FROM: Wendi Hess *WH*
DATE: April 6, 2020
RE: Quarterly performance measures

The following is a summary and analysis of the third quarter FY2020 (January 1, 2020 to March 31, 2020) 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 had a very consistent quarter. Activity was very close to Jan-March 2019, yet we dispatched calls slightly quicker. With the same basic priority 1 call volume we got calls out the door faster this year.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
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
Jul-2019	1654	0:53
Aug-2019	1610	0:46
Sept-2019	1662	0:50
Oct- 2019	1522	0:43
Nov- 2019	1419	0:44
Dec- 2019	1475	0:46
Jan-2020	1513	00:38
Feb-2020	1364	00:37
Mar-2020	1515	00:45

911 Ring Time: Compared to this same quarter last year- call volume is up; both January and March saw a significant increase (6.5% and 10%) in call volume and February (<1% increase) was close to the same as last year. Even with the increase call volume we continue to answer calls quickly and keep up with call volume 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
Jan- 2019	3871	00:04	01:56	00:43	93
Feb- 2019	3888	00:04	02:00	01:00	88
Mar- 2019	4158	00:04	01:57	01:04	100
Apr-2019	4248	00:04	01:56	00:58	70
May-2019	4724	00:05	01:56	01:09	70
Jun-2019	4909	00:05	01:56	00:57	64
Jul-2019	5126	00:05	01:53	01:06	81
Aug-2019	5051	00:05	01:50	01:40	106
Sep-2019	5159	00:05	01:54	01:30	93
Oct- 2019	4767	00:05	01:51	01:17	88
Nov- 2019	4954	00:05	01:52	01:11	56
Dec- 2019	4881	00:05	02:36	01:18	79
Jan-2020	4124	00:06	02:01	01:02	69
Feb-2020	3919	00:05	01:54	00:35	66
Mar-2020	4589	00:05	01:55	00:54	90

EMD Protocol Compliance:

New EMD Performance standards were created this quarter in relation to the new scoring standards and performance indicators implemented by Priority Dispatch. It is hard to now compare our historical data so we will have to focus on comparing going forward.

The new scoring standards and corresponding goal benchmarks are:

- High Compliance & Compliant – total of both is greater than 70%
- Partial Compliance- less than 10%
- Low Compliance- less than 10%
- Non-Compliant- less than 10%

We had a great quarter and operators are getting used to the new scoring guidelines and the feedback reports look differently. We improved greatly from January to February and reviewed less calls starting in March due to the pandemic issues.

EMD Protocol Compliance

Month	Number of EMD Calls Reviewed	Average Compliance Scoring
Jan- 2019	85	93%
Feb- 2019	98	93%
Mar- 2019	121	95%
Apr-2019	95	93%
May-2019	11	93%
Jun-2019	26	97%
Jul-2019	47	96%
Aug-2019	47	96%
Sept-2019	23	92%
Oct-2019	56	97%
Nov-2019	70	97%
Dec-2019	6	91%

Month	Number of EMD Calls Reviewed	High Compliance & Compliant Goal >70%	Partial Compliance Goal <10%	Low Compliance Goal <10%	Non-Compliant Goal <10%
Jan- 2020	107	77.6%	8.4%	8.4%	8.4%
Feb- 2020	107	85.0%	5.6%	2.8%	6.5%
Mar-2020	19	89.5%	5.3%	5.3%	0%

Policy: We started off the quarter reviewing calls consistently and ended the quarter discontinuing to review any calls due to the COVID-19 crisis. The computer we use to review calls is in the EOC and in order to limit our staff movement and exposure we will not be formally reviewing calls until the crisis is over. We have however been providing feedback as we have implemented additional questions on all medical emergency calls related to the pandemic. Management is verifying those questions are being asked and responders are provided the information on every call. We have received positive feedback from our emergency responders and have constant communication with our Medical Director and emergency responders to make sure we are asking the appropriate questions and providing them with the information they need.

Training: We have 2 new full-time operators in training; once they have learned the basics of the job, we then have them focus on doing things quicker, answering the phone quicker and dispatching calls quicker and putting it all together. No additional training needs have been identified as a result of reviewing performance measures.

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

Report Approved by  Date: 4-7-20