



# MEMO

## WCICC/Communications

TO: Glenn Sedivy  
FROM: Wendi Hess *W Hess*  
DATE: April 6, 2021  
RE: Quarterly performance measures

The following is a summary and analysis of the third quarter FY2021 (January 1, 2021 to March 31, 2021) 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 getting calls answered and dispatched. We continue to achieve our goal of call start to dispatch in under 1 minute.

### Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
Jan-2020	1513	00:38
Feb-2020	1364	00:37
Mar-2020	1515	00:45
Apr-2020	1458	00:50
May-2020	1654	00:54
Jun-2020	1697	00:53
Jul- 2020	1813	00:50
Aug- 2020	1663	00:44
Sept- 2020	1591	00:39
Oct-2020	1549	01:22
Nov-2020	1590	00:42
Dec-2020	1480	00:38
Jan-2021	1320	00:36
Feb-2021	1369	00:42
Mar-2021	1442	00:46

**911 Ring Time:** Compared to this quarter last year- call volume is down just slightly. Average ring time until answer continues to be achieved. We are starting to see call volume increase which we consider normal this time of year as the workload generally starts to increase toward our spring and summer months.

## 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-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
Apr-2020	4305	00:05	02:01	00:37	100
May-2020	4978	00:05	02:07	00:41	119
Jun-2020	5043	00:05	02:07	00:41	107
Jul- 2020	5747	00:05	01:55	00:52	133
Aug- 2020	5078	00:05	01:57	00:53	97
Sept- 2020	4675	00:05	02:00	01:14	97
Oct-2020	4599	00:05	02:04	01:46	86
Nov-2020	4396	00:05	02:01	01:00	57
Dec-2020	3980	00:04	02:05	00:58	78
Jan-2021	3955	00:04	01:59	00:46	81
Feb-2021	3530	00:05	02:06	00:52	76
Mar-2021	4374	00:05	02:04	00:44	97

## EMD Protocol Compliance:

New EMD Performance standards were created in January of 2020. 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 achieved all the benchmarks and continue to provide consistent quality service on medical emergency calls.

## EMD Protocol Compliance

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%
Apr-2020	0				
May-2020	0				
Jun-2020	0				
Jul- 2020	0				
Aug- 2020	54	85.2%	11.1%	0.0%	3.7%
Sept- 2020	50	80.0%	8.0%	2.0%	10.0%
Oct- 2020	0				
Nov- 2020	0				
Dec 2020	0				
Jan 2021	51	84.1%	5.7%	2.3%	8.0%
Feb 2021	42	85.2%	1.6%	3.3%	9.8%
Mar 2021	STAFF ON LEAVE				

**Policy:** We started off the quarter getting back to reviewing EMD calls and then in March one of the reviewers was off on leave so with only 2 staff members to do review while also covering normal workload no calls were reviewed. Doing our best to get back on track for April.

We continue to ask additional questions on all calls related to COVID and continue to receive positive feedback from emergency responders on the information we continue to provide. We will continue to communicate with our EMS responders and Local Medical Control going forward to determine if additional screening questions can be eliminated.

**Training:** We need to get additional personnel trained in EMD quality review so that when we are training new staff we do not sacrifice doing call review with the same people doing call review as acting as trainers. We need to make sure we are providing feedback on EMD calls so that our program does not suffer.

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

Report Approved by John E. Sedby Date: 4-6-21