



MEMO

WCICC/Communications

TO: Glenn Sedivy
FROM: Wendi Hess *W Hess*
DATE: October 25, 2021
RE: Quarterly performance measures

The following is a summary and analysis of the first quarter FY2022 (July 1, 2021 to September 30, 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 did well all quarter getting calls answered and dispatched achieving our goal of call start to dispatch in under 1 minute even as the summer months start to create a little more call activity; it's interesting and outstanding that as August and September had more priority 1 calls we actually dispatched them faster than we did in July.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
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
Apr-2021	1554	00:38
May-2021	1531	00:39

Jun-2021	1593	00:47
Jul-2021	1589	00:54
Aug-2021	1775	00:39
Sep-2021	1793	00:42

911 Ring Time: Compared to this quarter last year- we were a bit busier in August and September. Average ring time until answer continues to be achieved in under 10 seconds. We are in our busy time of year- the summer months and continue to provide a consistent level of service. Our most recent full time hire was EMD certified in August and we hope that that contributed to seeing a decrease of 911 calls being placed on hold as she is able to give her own EMD instructions instead of having the call put on hold for a certified operator. We had a busy, consistent 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- 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
Apr-2021	4518	00:06	01:58	00:51	82
May-2021	4938	00:05	01:56	00:41	105
Jun-2021	4997	00:05	01:54	00:48	119
Jul-2021	5322	00:05	01:47	00:59	99
Aug-2021	5279	00:05	01:52	00:57	94
Sep-2021	5345	00:05	02:04	00:53	96

EMD Protocol Compliance:

The current 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%

This quarter we had more partial compliance and non-compliant EMD reviews than we would like to see (indicated in yellow below); we continue to provide individual feedback to those operators and will continue to monitor to see if there are improvements or if a performance improvement plan is necessary. Even with these issues we are still very close to our performance goals.

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%
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				
Apr-2021	33	75.8%	3.0%	9.1%	12.1%
May-2021	17	94.1%	0.0%	5.9%	0.0%
Jun-2021	5	100.0%	0.0%	0.0%	0.0%
Jul-2021	21	90.5%	4.8%	0.0%	4.8%
Aug-2021	47	83.0%	6.4%	0.0%	10.6%
Sep-2021	48	77.1%	10.4%	2.1%	10.4%

Policy: This quarter we are back to full staff doing EMD reviews, a total of 5 EMD-Q reviewers now to help us keep on track getting calls reviewed and timely feedback to our staff.

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 were hoping that these additional questions were coming to a close; but it does not sound like COVID is gone so we will continue to use these additional questions and work with EMS and Medical Control on our protocols.

Training: We will continue to give individual feedback on EMD and monitor to see if there is an improvement in the partial and non-compliant areas on EMD. It appears that most of the non-compliant reviews include missing the basic questions or not wording them correctly such as "okay tell me exactly what happened" and asking breathing and awake correctly. We will continue to monitor and see if additional training is necessary to those that continue to be non-compliant.

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

Report Approved by  Date: 10-25-21