



MEMO

WCICC/Communications

TO: Communications Center Staff
CIC Commission Members

FROM: Wendi Hess *Wendi Hess*

DATE: April 3, 2024

RE: Quarterly performance measures

The following is a summary and analysis of the third quarter FY2024 (January 1, 2024 to March 31, 2024) 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 have been on Motorola Flex for a little over a year now; we expected our efficiency to be a challenge during the first few months as operators are learning the system and becoming more proficient. We have also used the same reporting system for 12 months now, so we are making comparisons with data captured the same way.

Our processing time this quarter meets our goals and is considerably better than the same quarter last year; this can be related to both management figuring out how data is captured in the Flex system and making some minor changes in addition to our users becoming more proficient in the system. We do have several new hires, so I expect to see a slight decrease in the next quarter as new employees learn the system and dispatching calls.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
Jan- 23	1412	01:29
Feb- 23	1362	01:43
Mar- 23	1677	01:16
Apr-23	1651	01:30

May-23	1638	01:37
Jun-23	1618	01:10
Jul-23	1667	01:32
Aug- 23	1678	01:05
Sept- 23	1536	00:59
Oct-23	1535	01:59
Nov-23	1529	01:57
Dec-23	1557	00:54
Jan- 24	1599	00:57
Feb- 24	1370	00:54
Mar- 24	1441	01:02

911 Ring Time: This quarter the number of 911 calls is slightly lower than the same quarter last year, but still busy and continue to achieve our call answer time in under 10 seconds.

911 Ring Time

Month	Number of Incoming 911 Calls	Average ring time	Average call duration
Jan- 23	4937	00:07	02:08
Feb- 23	4692	00:06	02:03
Mar- 23	4727	00:06	02:04
Apr- 23	5675	00:06	02:04
May- 23	6377	00:07	01:54
Jun- 23	6768	00:06	01:48
Jul-23	5830	00:07	01:56
Aug- 23	5559	00:07	02:04
Sept- 23	5030	00:07	01:58
Oct- 23	4654	00:07	02:11
Nov- 23	4286	00:06	02:11
Dec- 23	4529	00:06	02:08
Jan- 24	4708	00:07	02:07
Feb- 24	4133	00:06	02:10
Mar- 24	4505	00:06	02:16

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%

We have not reviewed EMD calls again this quarter- our focus is hiring and training new staff, it may be several months before we are able to get back to reviewing calls. This is the program that has to be put on the back burner when training new staff is the focus to get back to being fully staffed. We currently have 5 employees in training.

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- 23	0	0	0	0	0
Feb- 23	0	0	0	0	0
Mar- 23	0	0	0	0	0
Apr- 23	0	0	0	0	0
May- 23	0	0	0	0	0
Jun- 23	27	88.9%	7.4%	0	3.7%
Jul-23	0	0	0	0	0
Aug- 23	0	0	0	0	0
Sept- 23	64	82.8%	4.7%	4.7%	7.8%
Oct- 23	0	0	0	0	0
Nov- 23	0	0	0	0	0
Dec- 23	0	0	0	0	0
Jan- 24	0	0	0	0	0
Feb- 24	0	0	0	0	0
Mar- 24	0	0	0	0	0

Policy: During this quarter hired 5 new staff members so our focus is getting new staff trained and proficient; the EMD reviews are focusing on training, and we will continue to put call review on hold until we have staff trained.

Training: No training issues have been identified. We will have several new staff members taking Emergency Medical dispatch training in the next few months.

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