



MEMO

WCICC/Communications

TO: Communications Center Staff
CIC Commission Members

FROM: Wendi Hess *Wendi Hess*

DATE: October 24, 2023

RE: Quarterly performance measures

The following is a summary and analysis of the first quarter FY2024 (July 1, 2023 to September 30, 2023) 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: On September 6, 2022, we transitioned to new CAD/RMS software system, Motorola Flex; we expected our efficiency to be a challenge during the first few months as operators are learning the system and becoming more proficient. It was several months before we were trained in a reporting system that would allow us to pull statistics on call start to dispatch time.

March 1, 2023, we were able to start pulling this data using Crystal reports, you will notice a significant increase in call processing times; while we expected to be a bit slower this was a much larger increase than expected. After looking at individual calls specifically, we learned that the parameters we had set up were not accurately capturing the data. Late in the month of March we made some programming changes to the Flex system so that the call start time is captured when enough information is available for the call to be passed on to the dispatcher. We hope that by making this change in the set up our call start to dispatch processing times continue to improve. The way the new Flex system is set up is much different than our previous system, so we continue to learn and make improvements.

We also learned that if a call type is added after some time has passed the call start time is still using the original time so it may show a delay in dispatch that is not accurate; we have not found a solution for that in the reporting. (For example, if a call is en-

tered as an accident with no injuries and after police are on scene determine someone would like an ambulance, that call start time is calculated using the start time of the original call that did not request an ambulance, not when the request for ambulance was added). Next quarter we will be comparing a full year of data using the new Motorola Flex system so we will be comparing statistics from the same system for a full year.

Our processing time this quarter meets our goals and we also saw a decrease, showing we are handling priority calls more efficiently each month. I would like to contribute this to newer staff continuing to improve and handling calls more efficiently by getting quicker at getting the calls dispatched to responding units.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
Jul-22	1880	00:38
Aug-22	1767	00:42
Sept- 22	240	00:43
		<i>Change to Motorola Flex</i>
Sept- 22	1201	01:59
Oct- 22	1482	01:41
Nov- 22	1456	01:54
Dec-22	1617	01:19
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

911 Ring Time: Again, during this quarter we have been busier than the same quarter last year with 911 calls, around a 20% increase in 911 calls each month. Our workload shows we have been 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
Jul-2022	4839	00:05	02:08
Aug-2022	4650	00:05	02:11
Sep-2022	4236	00:06	02:20
Oct- 22	4398	00:07	02:12
Nov- 22	4110	00:08	02:20
Dec-22	4762	00:06	02:09
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

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 were able to review EMD calls in September and met our compliance goals; which is outstanding especially with several newer staff recently trained in medical call taking. We continue to provide a valuable service to the community by providing pre-arrival medical instructions and know how important this program continues to be.

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-2022	24	87.5%	4.2%	8.3%	0%
Aug-2022	0	0	0	0	0
Sept-2022	0	0	0	0	0
Oct- 22	0	0	0	0	0
Nov- 22	0	0	0	0	0
Dec-22	0	0	0	0	0
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%

Policy: During this quarter we had 2 new employees begin employment so training was again our main focus. We were able to get back to reviewing EMD calls in September and have all but one of our new staff certified in Emergency Medical Dispatching, so we are trying hard to review calls and especially provide feedback to those newly trained.

Training: No training issues have been identified.

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