



# MEMO

## WCICC/Communications

TO: Communications Center Staff  
CIC Commission Members

FROM: Wendi Hess *Wendi Hess*

DATE: January 8, 2024

RE: Quarterly performance measures

The following is a summary and analysis of the second quarter FY2024 (October 1, 2023 to December 31, 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:** We have been on Motorola Flex a full 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 we also saw a decrease in December, 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
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
Oct-23	1535	01:59
Nov-23	1529	01:57
Dec-23	1557	00:54

**911 Ring Time:** This quarter the number of 911 calls was consistent when comparing the same quarter last year. We have not had a lot of severe winter weather this quarter to increase the type of call volume that comes with winter weather, accidents, etc. 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
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
Oct- 23	4654	00:07	02:11
Nov- 23	4286	00:06	02:11
Dec- 23	4529	00:06	02:08

### 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.

### 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%
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%
Oct- 23	0	0	0	0	0
Nov- 23	0	0	0	0	0
Dec- 23	0	0	0	0	0

**Policy:** During this quarter we had 2 staff members resign, so we continue to work short staffed and getting new employees hired and trained continues to be our main focus.

**Training:** No training issues have been identified.

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