



MEMO

WCICC/Communications

TO: Communications Center Staff
CIC Commission Members

FROM: Wendi Hess *Wendi Hess*

DATE: October 7, 2024

RE: Quarterly performance measures

The following is a summary and analysis of the first quarter FY2025 (July 1, 2024 to September 30, 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:

Our processing time this quarter meets our goal call start to dispatch within 2 minutes, and we saw steady improvement over the last quarter. While it may only seem like a 5 or 10 second improvement, in our line of work seconds save lives. I would like to contribute this to the newer staff is getting more proficient and further along in their training.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
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
Apr-24	1419	01:21

May-24	1638	01:06
Jun-24	1588	01:04
Jul- 24	1544	01:10
Aug- 24	1581	01:04
Sept- 24	1433	00:55

911 Ring Time: This quarter the number of 911 calls is slightly lower than the same quarter last year- around a 10% decrease, but still busy and continue to achieve our call answer time in under 10 seconds and provide a consistent high level of service.

911 Ring Time

Month	Number of Incoming 911 Calls	Average ring time	Average call duration
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
Apr-24	4753	00:06	02:08
May-24	5464	00:06	02:15
Jun-24	5304	00:06	02:16
Jul- 24	5259	00:06	02:01
Aug- 24	4904	00:06	02:09
Sept- 24	4599	00:06	02:12

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- we have gone almost a whole year without reviewing emergency medical calls. This is the program that must be put on the back burner when training new staff is the focus to get back to being fully staffed. We only have 2 employees in training but are also 2 full time employees short so finding time to step away from the dispatch position to do call review is impossible with our staffing and schedule.

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-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
Apr- 24	0	0	0	0	0
May- 24	0	0	0	0	0
June- 24	0	0	0	0	0
Jul- 24	0	0	0	0	0
Aug- 24	0	0	0	0	0
Sept- 24	0	0	0	0	0

Policy: It is still our goal to return to reviewing emergency medical calls but that continues to take a back seat to getting new staff trained. Next budget year we will need to determine if adding additional staff would be an option to assist with accomplishing this task.

Training: No training issues have been identified. All full-time staff members have now attended EMD training and are certified to use the program providing pre-arrival medical instructions.

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