



MEMO

WCICC/Communications

TO: Communications Center Staff
CIC Commission Members

FROM: Wendi Hess *Wendi Hess*

DATE: January 9, 2025

RE: Quarterly performance measures

The following is a summary and analysis of the second quarter FY2025 (October 1, 2024 to December 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:

Our processing time this quarter meets our goal call start to dispatch within 2 minutes. Our times jumped around this quarter, a little slower in October with a more calls, significantly less calls in November but longer receipt to dispatch and then a great improvement in December with a high number of calls and quick dispatch times.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
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
Oct-24	1507	01:09
Nov-24	1289	01:37
Dec-24	1523	00:48

911 Ring Time: This quarter the number of 911 calls is very close to the same quarter last year- we 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
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
Oct-2024	4633	00:06	02:07
Nov-2024	4387	00:05	02:00
Dec-2024	4156	00:05	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- we have gone 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 have 2 new employees in training and another vacancy created due to a retirement on 12/31.

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- 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
Oct- 24	0	0	0	0	0
Nov- 24	0	0	0	0	0
Dec- 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. We have put in a budget request to add an additional staff member, a Communications Training Operator for FY26; if that is approved it would help having another person available to assist with accomplishing this task.

Training: No training issues have been identified. All full-time staff members that have been released from training have attended EMD training and are certified to use

the program providing pre-arrival medical instructions. We do have new 2 staff members that are in training and not yet certified to use the EMD protocols.

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