



MEMO

WCICC/Communications

TO: Communications Center Staff
CIC Commission Members

FROM: Wendi Hess *Wendi Hess*

DATE: July 1, 2025

RE: Quarterly performance measures

The following is a summary and analysis of the fourth quarter FY2025 (April 1, 2025 to June 30, 2025) performance measures. Included in the report is a full year of data as a reference point so that the same quarter from last year can be compared.

Priority 1 call start to dispatch time:

Our processing time this quarter meets our goal of call start to dispatch within 2 minutes. This quarter was a little less busy than the same quarter last year; our processing time is a bit slower also but we continue to have new staff on board in the training process that makes processing calls slower until they are fully trained and more proficient. The average is still outstanding, and priority calls are being handled and dispatched efficiently.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
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

Jan- 25	1459	00:51
Feb- 25	1362	00:53
Mar- 25	1501	01:07
Apr- 25	1380	00:52
May- 25	1494	01:22
Jun- 25	1474	01:46

911 Ring Time: We saw a small decrease in activity compared 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
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-24	4633	00:06	02:07
Nov-24	4387	00:05	02:00
Dec-24	4156	00:05	02:16
Jan- 25	3907	00:05	02:11
Feb- 25	3822	00:04	02:01
Mar- 25	4649	00:05	01:55
Apr- 25	4415	00:05	01:56
May- 25	4861	00:04	02:05
Jun- 25	4844	00:05	02:00

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. 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 are continuing to work up to full staff and will not review calls until the staffing allows.

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%
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
Jan- 25	0	0	0	0	0
Feb- 25	0	0	0	0	0
Mar- 25	0	0	0	0	0
Apr- 25	0	0	0	0	0
May- 25	0	0	0	0	0
Jun- 25	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 were approved for a budget improvement request to add an additional staff member, a Communications Training Operator for FY26. We will have to get to full staff before we can promote staff to this new position; once that happens we will require the Training Operator also be certified to review EMD calls in the hopes we can start reviewing calls again with an additional staff member trained.

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 will have several new hires this next quarter that will need to be trained in EMD protocols.

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

We have started providing reports to each Communications Operator at the end of each month on the number of calls they have answered both 911 and non-emergency and the average ring time. We have not taken any remedial action, but we are encouraging staff to see how long it is taking them to answer the phone and ask those with longer ring times to work on setting goals to improve those. We will continue to provide this feedback and take individual action if warranted.