



MEMO

WCICC- Communications

TO: Communications Center Staff
CIC Commission Members

FROM: Wendi Hess *Wendi Hess*

DATE: July 10, 2026

RE: Quarterly performance measures

The following is a summary and analysis of the fourth quarter FY2026 (April 1, 2026, to June 30, 2026) 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 very similar to the same quarter last year for workload; but our average time from call start to dispatch time is much better, almost a minute faster. I would attribute this improvement to staff being more experienced and fewer probationary staff engaged in training. Data is collected from times documented in the Flex CAD system.

Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
Apr- 25	1380	00:52
May- 25	1494	01:22
Jun- 25	1474	01:46
Jul-25	1642	01:01
Aug-25	1457	01:30
Sep-25	1394	01:04
Oct-25	1465	01:06
Nov-25	1340	00:55
Dec-25	1386	00:49
Jan- 26	1405	01:04

Feb- 26	1305	00:56
Mar- 26	1450	00:45
Apr- 26	1426	00:45
May- 26	1493	00:52
Jun- 26	1480	00:56

911 Ring Time: Call volume is down very slightly 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. Data is collected from the 911 phone system metrics.

911 Ring Time

Month	Number of Incoming 911 Calls	Average ring time	Average call duration
Apr- 25	4415	00:05	01:56
May- 25	4861	00:04	02:05
Jun- 25	4844	00:05	02:00
Jul-25	5220	00:06	02:00
Aug-25	5020	00:06	01:59
Sep-25	4181	00:05	02:11
Oct-25	4463	00:05	02:10
Nov-25	4446	00:05	02:03
Dec-25	4127	00:05	02:02
Jan- 26	3561	00:04	02:07
Feb- 26	3524	00:05	02:08
Mar- 26	4123	00:04	02:06
Apr- 26	4321	00:04	02:09
May- 26	4811	00:05	02:10
Jun- 26	4663	00:05	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%

Month	Number of EMD Calls Reviewed	High Compliance & Compliant Goal >70%	Partial Compliance Goal <10%	Low Compliance Goal <10%	Non-Compliant Goal <10%
Mar- 26	59	59%	12%	3%	25%
Apr- 26	73	73%	8%	4%	15%
May- 26	63	76%	5%	0%	19%
Jun- 26	56	86%	2%	2%	10%

Data is collected from ProQA AQUA using staff members certified in EMD quality assurance to review call compliance.

We began reviewing emergency medical calls for compliance at the end of last quarter. With training for new employees taking less staff time, those who were focused on onboarding are now able to dedicate time to medical call review. We're optimistic that current staffing levels will allow us to continue prioritizing this work moving forward. Reaching this point is a significant milestone for our team.

Compliance levels fell below expectations in March but have steadily improved throughout the quarter. We've seen a higher percentage of non-compliant scores and are providing targeted feedback to individuals based on those results. By June, our non-compliance rate decreased, coming very close to our goal of remaining under 10%, though additional improvement is still possible. Common factors contributing to non-compliance include not verifying the address, failing to request a callback number during case entry, using unnecessary freelance questions, or asking required questions out of order. We will continue providing focused feedback, and the upward trend in compliance scores shows that operators are applying this guidance and adjusting their behaviors effectively.

Policy: No policy issues have been identified related to performance measures.

Training: 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.

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