



# MEMO

## WCICC/Communications

TO: Glenn Sedivy

FROM: Wendi Hess *WH*

DATE: July 22, 2020

RE: Quarterly performance measures

The following is a summary and analysis of the fourth quarter FY2020 (April 1, 2020 to June 30, 2020) 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 had a very consistent quarter. Activity was very close to April-June 2019, and we were pretty consistent with getting calls dispatched.

### Priority 1 call start to dispatch time

Month	Number of Calls	Average Call Start to Dispatch
Apr-2019	1566	0:40
May-2019	1593	0:50
Jun-2019	1667	0:48
Jul-2019	1654	0:53
Aug-2019	1610	0:46
Sept-2019	1662	0:50
Oct- 2019	1522	0:43
Nov- 2019	1419	0:44
Dec- 2019	1475	0:46
Jan-2020	1513	0:38
Feb-2020	1364	0:37
Mar-2020	1515	0:45
Apr-2020	1458	0:50
May-2020	1654	0:54
Jun-2020	1697	0:53

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**911 Ring Time:** Compared to this same quarter last year- call volume is fairly consistent; showing a slow increase in activity as the summer months approach. Call volume continues to be consistent with average ring time achieved. We have placed more calls on hold; during this quarter we had 2 operators not yet trained in EMD call taking and have to place a medical caller on hold briefly while another certified operator takes over the call; we hope to see fewer calls placed on hold in the next quarter.

## 911 Ring Time

Month	Number of Incoming 911 Calls	Average ring time	Average call duration	Average hold time	Number of calls placed on hold
Apr-2019	4248	00:04	01:56	00:58	70
May-2019	4724	00:05	01:56	01:09	70
Jun-2019	4909	00:05	01:56	00:57	64
Jul-2019	5126	00:05	01:53	01:06	81
Aug-2019	5051	00:05	01:50	01:40	106
Sep-2019	5159	00:05	01:54	01:30	93
Oct- 2019	4767	00:05	01:51	01:17	88
Nov- 2019	4954	00:05	01:52	01:11	56
Dec- 2019	4881	00:05	02:36	01:18	79
Jan-2020	4124	00:06	02:01	01:02	69
Feb-2020	3919	00:05	01:54	00:35	66
Mar-2020	4589	00:05	01:55	00:54	90
Apr-2020	4305	00:05	02:01	00:37	100
May-2020	4978	00:05	02:07	00:41	119
Jun-2020	5043	00:05	02:07	00:41	107

## EMD Protocol Compliance:

New EMD Performance standards were created in January of 2020 in relation to the new scoring standards and performance indicators implemented by Priority Dispatch. It is hard to now compare our historical data so we will have to focus on comparing going forward.

The new 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%

## EMD Protocol Compliance

Month	Number of EMD Calls Reviewed	Average Compliance Scoring
Apr-2019	95	93%
May-2019	11	93%
Jun-2019	26	97%
Jul-2019	47	96%
Aug-2019	47	96%
Sept-2019	23	92%
Oct-2019	56	97%
Nov-2019	70	97%
Dec-2019	6	91%

Month	Number of EMD Calls Reviewed	High Compliance & Compliant Goal >70%	Partial Compliance Goal <10%	Low Compliance Goal <10%	Non-Compliant Goal <10%
Jan- 2020	107	77.6%	8.4%	8.4%	8.4%
Feb- 2020	107	85.0%	5.6%	2.8%	6.5%
Mar-2020	19	89.5%	5.3%	5.3%	0%
Apr-2020	0				
May-2020	0				
Jun-2020	0				

**Policy:** Due to COVID we did not review EMD calls this quarter. We will begin reviewing again August 1<sup>st</sup> as the office we use to review calls is no longer being utilized by the Emergency Operations Center staff. We continue to ask additional calls related to COVID and continue to receive positive feedback from emergency responders on the information we continue to provide. We will continue to communicate with our EMS responders and Local Medical Control going forward to determine if additional screening questions can be eliminated.

**Training:** We have 1 new staff member that will be taking EMD training in August and will make sure that good feedback is provided timely on medical calls once certification is complete.

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

Report Approved by  Date: 07-22-20