



911 Communications FY2021 Performance Indicators

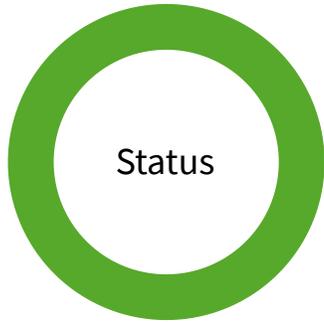
Date not set

Report Created On: Aug 23, 2021

3

Goal

Overall Summary



On Track

%
100.0

0%
Progress

Report Legend

 No Update

 Overdue

 **Priority**

Goal 1.1.1

Ongoing - Ongoing

On Track

Improve community relations with the 911 - Communications

Owner: Rodney Pierce

Update provided by Rodney Pierce on Jul 12, 2021 12:32:15

Participating in county onboarding tours and Sheriffs observations

Next steps: Provided On boarding tour access, 3 sheriff's deputies participated in 8 hrs. of observation.

Disruptions (if necessary):

Goal 1.1.1 > Metric

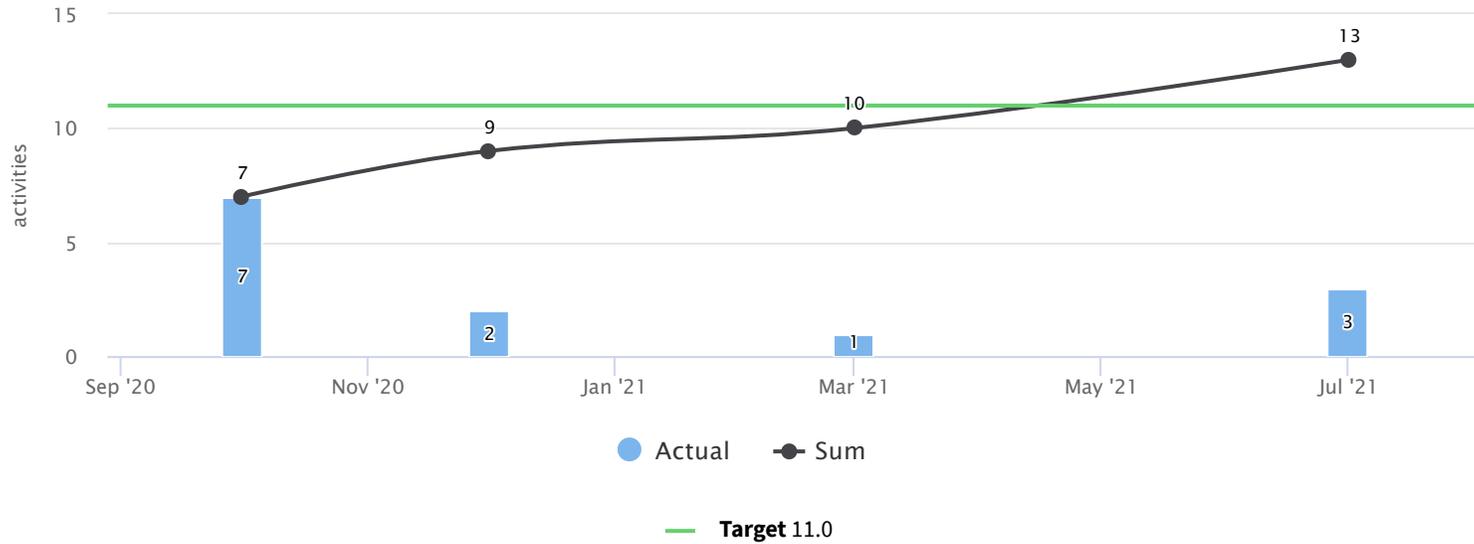
Information & Awareness Activities

Number of information & awareness activities - measured annually (Goal: 11 or more activities by June 30, 2021)

Goal 1.1.1 Improve community relations with the 911 - Communications

Owner: Rodney Pierce

Last Update: Jul 12, 2021 12:31:39



Comment

Included in County onboarding

Goal 1.1.2

Ongoing - Ongoing

On Track

Increase professional development training opportunities for 911- Communications staff

Owner: Rodney Pierce

Update this period: Staff are continuously in training to keep up to date on telecommunications requirements.

Next steps: Staff will attend Emergency Police Dispatch training that includes basic emergency dispatch training

Disruptions (if necessary):

Goal 1.1.2 > Metric

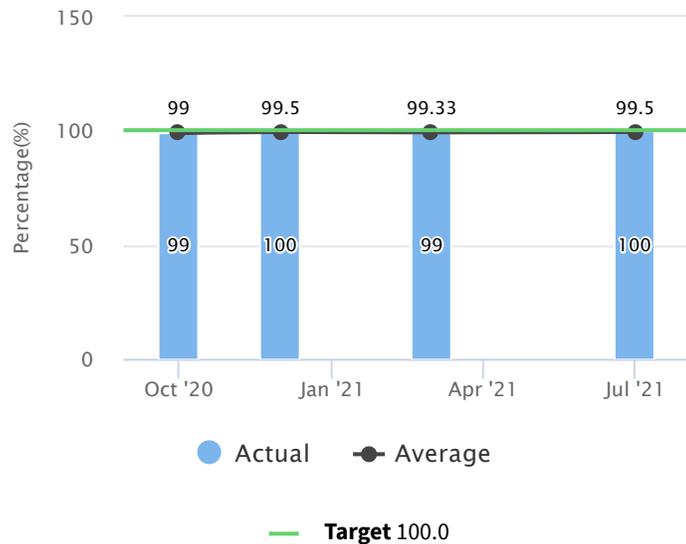
Staff trained in Emergency Telecommunicator standards (ETC)

Percent of Full-Time staff trained in Emergency Telecommunicator standards (ETC) - measured annually (Goal: 100% trained)

Goal 1.1.2 Increase professional development training opportunities for 911-Communications staff

Owner: Rodney Pierce

Last Update: Jul 12, 2021 12:34:12



Comment

all staff are trained in certifications

All staff enrolled in RCC Con ED

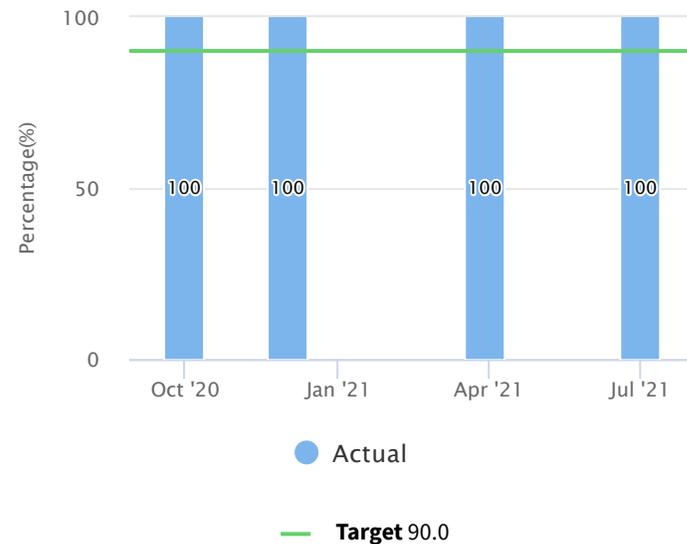
Percent of Staff who complete annual training

Percent of Staff who complete 30 hours or more of training over a twelve month period (Goal: 90% or greater)

Goal 1.1.2 Increase professional development training opportunities for 911-Communications staff

Owner: Rodney Pierce

Last Update: Jul 12, 2021 12:35:20



Comment

On track staff completed, New CAD training complete -New Phone system was completed in November.

New CAD System and Phone integrated and all staff training completed

Goal 1.1.3 Ongoing - Ongoing On Track

Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Update provided by Rodney Pierce on Jul 12, 2021 12:47:01

Update this period: Implementation of CAD system has been completed

Next steps: We will continue to make adjustments to CAD as feedback from end users is received

Disruptions (if necessary):

Goal 1.1.3 > Metric

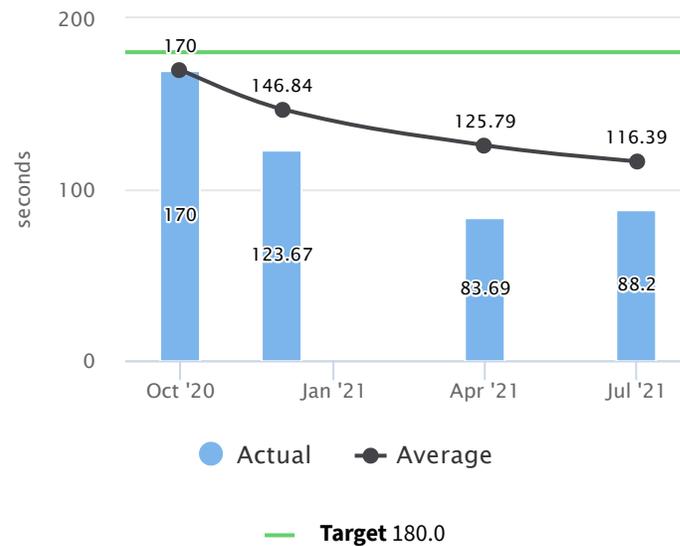
Average time for call received to dispatch

Average time for call received to dispatch (goal: under 180 seconds)

Goal 1.1.3 Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Last Update: Jul 12, 2021 19:12:17



Comment

with in rage - New CAD system adjustment

88.20 seconds= 1:47 avg for calls

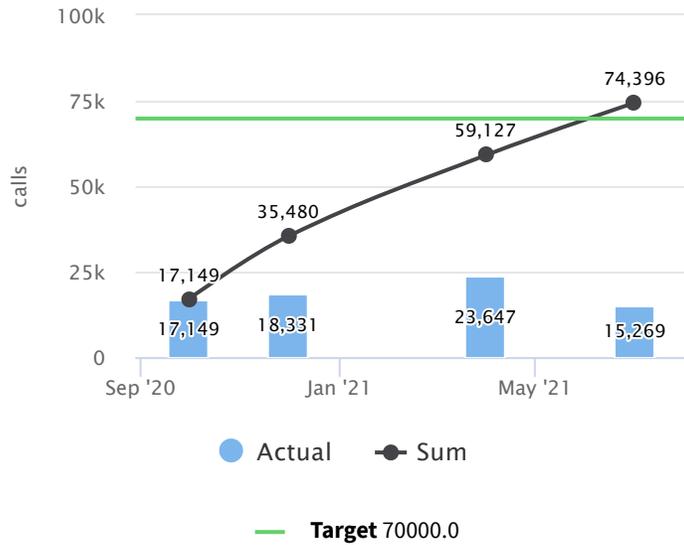
State Tracked annual phone call volume per Ecats

State Tracked annual phone call volume per Emergency Call Tracking System (ECATS)

Goal 1.1.3 Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Last Update: Jul 12, 2021 12:42:43



Comment

7/01/2020 to 9/30/2020 17,149

10/01/2020 to 12/31/2020 18,331

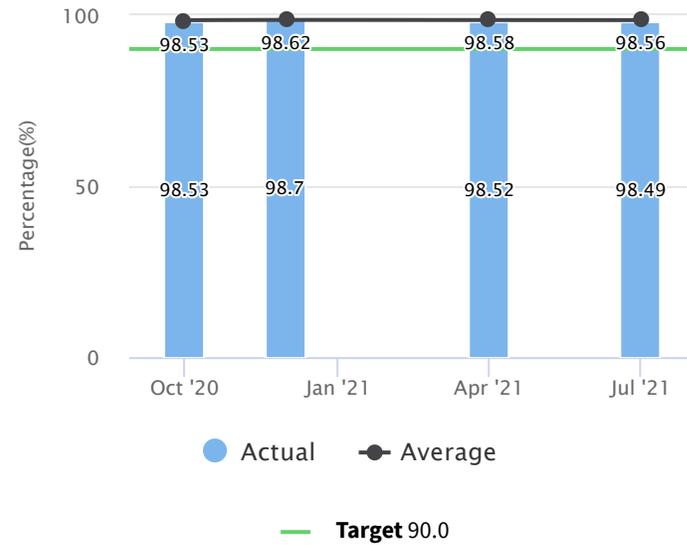
Emergency calls answered within 10 seconds

Percent of emergency calls answered within 10 seconds (Goal: 90% or greater)

Goal 1.1.3 Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Last Update: Jul 12, 2021 12:43:58



Comment

in range

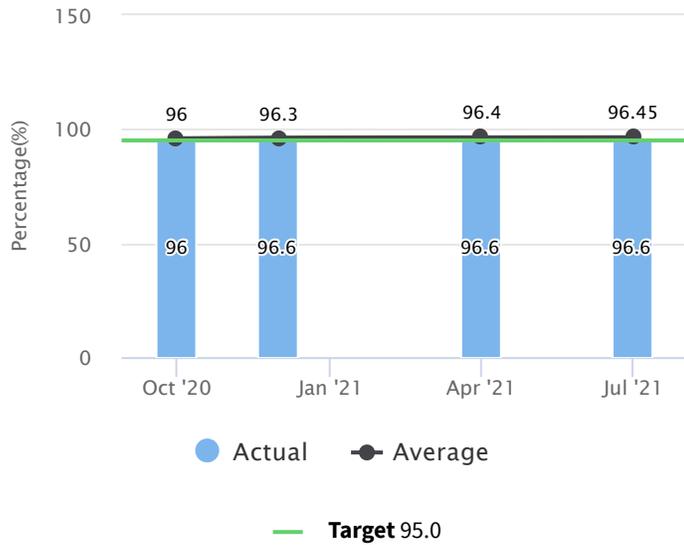
Emergency Medical calls that are dispatched under 90 seconds

Percent of Emergency Medical Dispatch calls that are dispatched under 90 seconds. (Goal: 95% or greater)

Goal 1.1.3 Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Last Update: Jul 12, 2021 12:44:32



Comment
over range - Due to Covid 19 we are having to wait until final coding of the Medical call to determine any Covid19 Symptoms

Implement Computer Aided Dispatch (CAD) system

Implement updated Computer Aided Dispatch (CAD) system by December 31, 2020

(Goal: 100% by December 31, 2020)

Goal 1.1.3 Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Last Update: Jul 12, 2021 12:44:50



Comment
Project on schedule, developing agency response phase

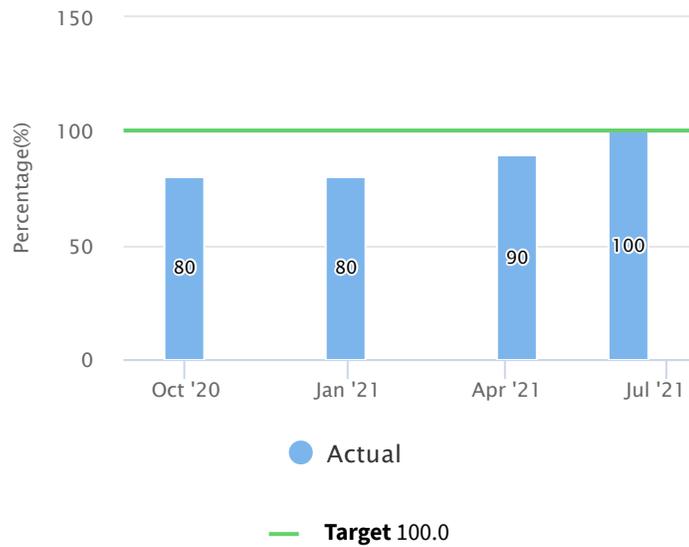
Emergency Police Dispatch protocol timeline

Complete timeline for implementation of protocol for Emergency Police Dispatch by June 30, 2021 (Goal: 100%)

Goal 1.1.3 Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Last Update: Jul 29, 2021 12:41:34



Comment

Timeline has been completed. Implementation is in process and Go Live is scheduled for September 2021.