



911 Communications Progress Report FY2022

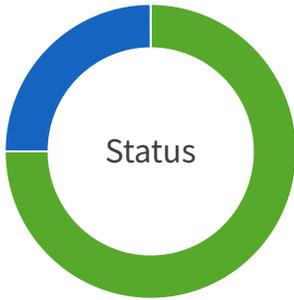
Date not set

Report Created On: Aug 12, 2022

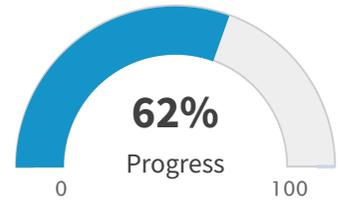
4

Goal

Overall Summary



On Track 75.0%
Completed 25.0%



Report Legend

 No Update

 Overdue

 Priority

Goal 1.1.1  Jul 01, 2021 - Jun 30, 2022 On Track Progress 60%

Improve community relations with the 911 - Communications

Owner: Rodney Pierce

Update provided by Rodney Pierce on May 03, 2022 15:02:55

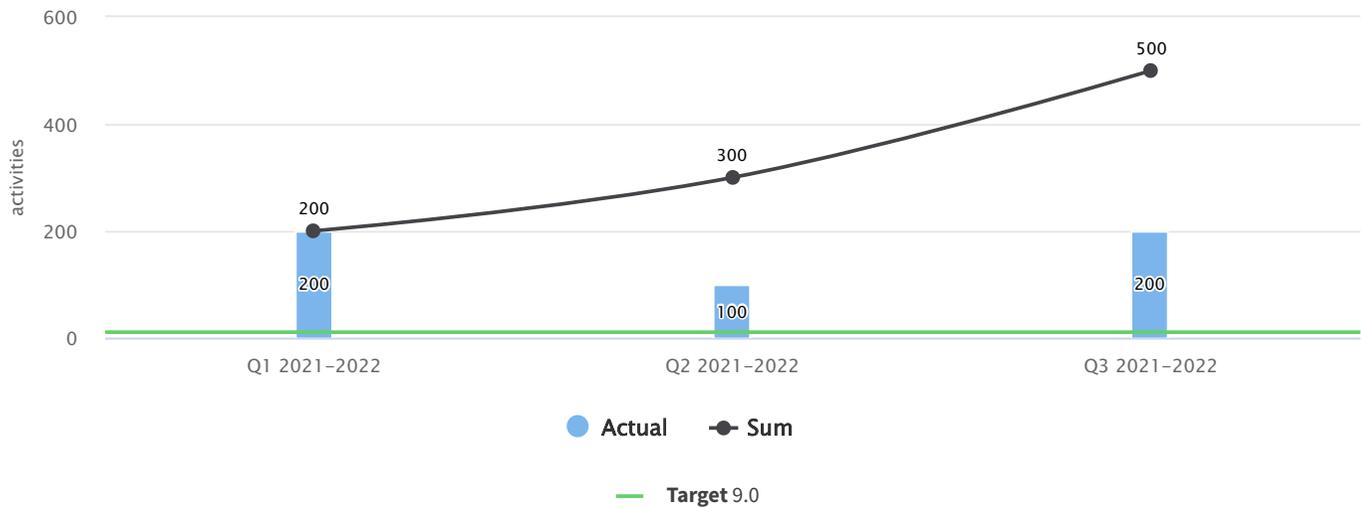
Update this period: Next steps: Disruptions (if necessary): 3 County Onboarding, presentation When to Call 911

Information & Awareness Activities

Number of information & awareness activities - measured annually (Goal: 9 or more activities by June 30, 2022)

Owner: Rodney Pierce

Last Update: May 03, 2022 15:20:41



Comment

Included in County onboarding

Goal 1.1.2  Jul 01, 2021 - Jun 30, 2022 On Track Progress 86%

Increase professional development training opportunities for 911- Communications staff

Owner: Rodney Pierce

Update provided by Rodney Pierce on May 03, 2022 15:04:16

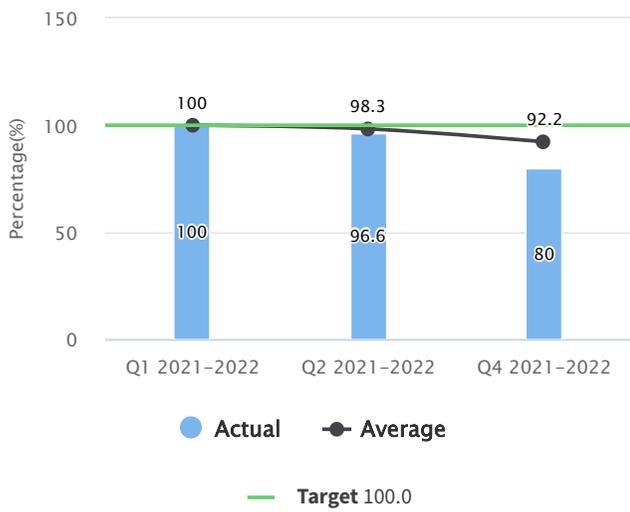
Update this period: Next steps: Disruptions (if necessary): staff completed Emergency Police and Fire Certification, on going Emergency Medical Training Con Ed

Staff trained in Emergency Telecommunicator standards (ETC)

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

Owner: Rodney Pierce

Last Update: May 03, 2022 15:23:17



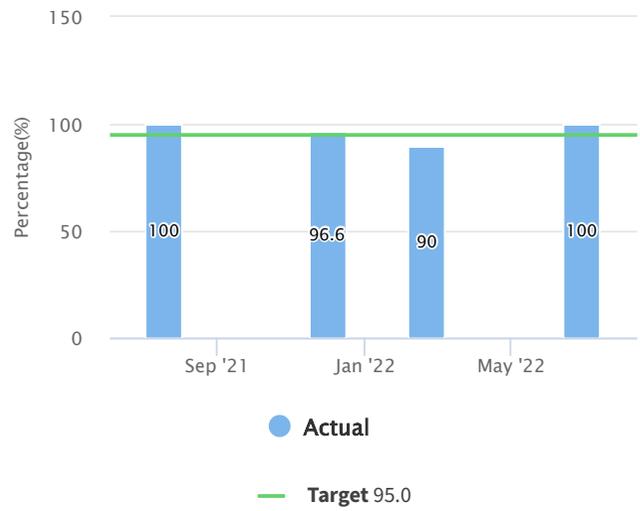
Comment
 all staff are trained in certifications All staff enrolled in RCC Con ED- 3
 new staff are waiting Certification training when classes area available

Percent of Staff who complete annual training

Percent of Staff who complete 30 hours or more of training over a twelve month period (Goal: 95% or greater)

Owner: Rodney Pierce

Last Update: Jul 29, 2022 13:49:13



Comment
 Staff have completed Emergency fire dispatch training, new staff are awaiting class opening

Goal 1.1.3 Jul 01, 2021 - Jun 30, 2022 Completed Progress 100%

Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Update provided by Rodney Pierce on May 03, 2022 15:08:08

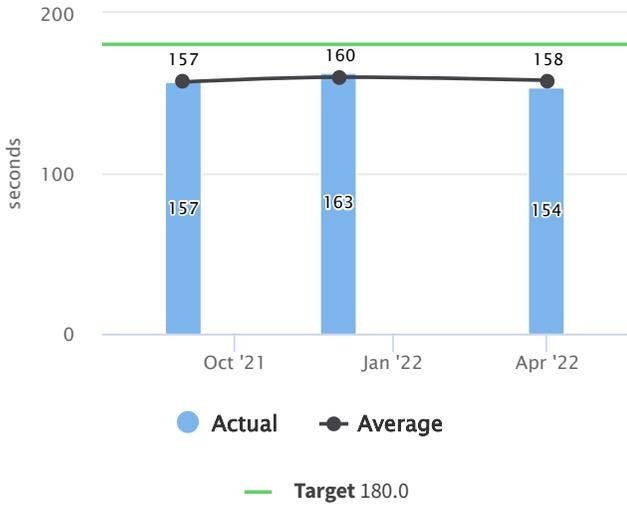
Update this period: Next steps: Disruptions (if necessary): CAD is completed general updates

Average time for call received to dispatch

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

Owner: Rodney Pierce

Last Update: May 03, 2022 15:47:53



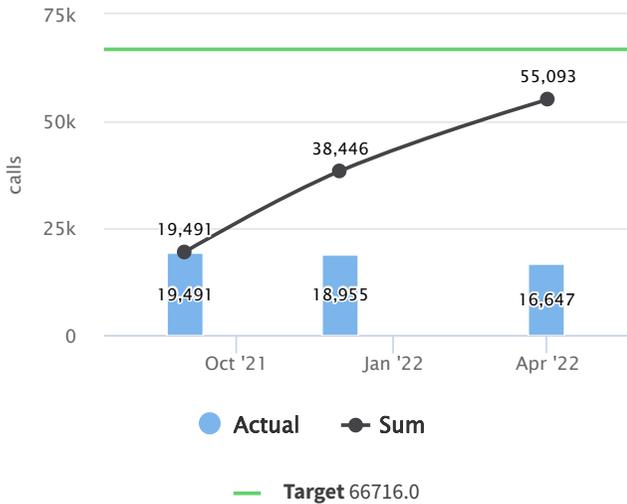
Comment
 with in rage - New CAD system adjustment Q1 all calls form CAD 157.19 = 2:62 (1,454 Total) Q2 all calls form CAD 163.30 = 2:72(1,517 Total) * EPD call taking started - Q3 154.0 = 2:34 (1,832)

State Tracked annual phone call volume per Ecats

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

Owner: Rodney Pierce

Last Update: May 03, 2022 15:38:19



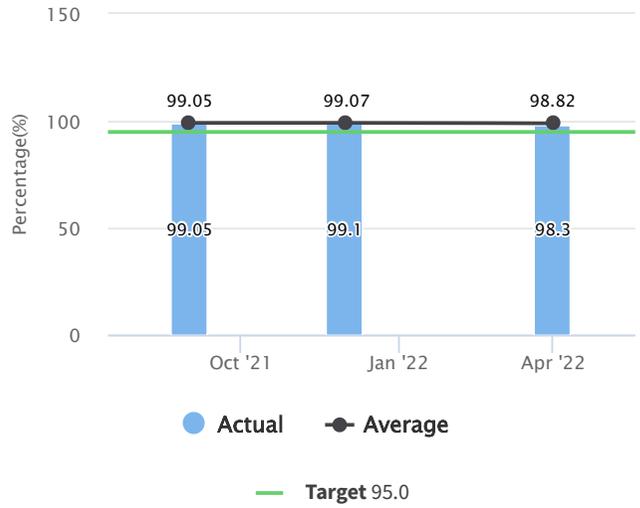
Comment
 01/01/2022 - 03/31/2022 16,647 total calls

Emergency calls answered within 10 seconds

Percent of emergency calls answered within 10 seconds (Goal: 95% or greater)

Owner: Rodney Pierce

Last Update: May 03, 2022 15:40:20



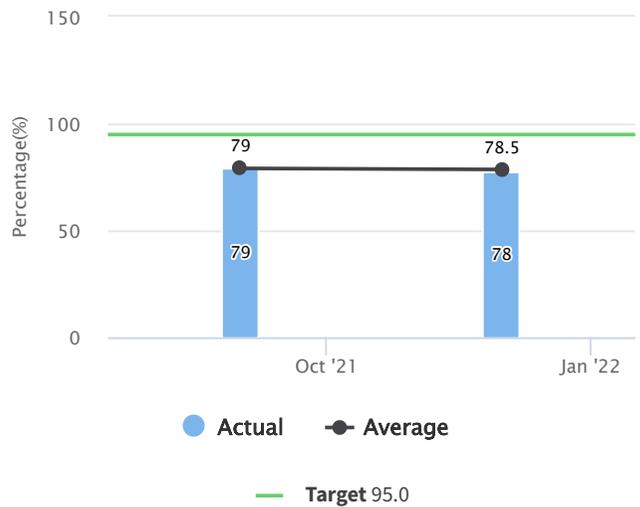
Comment
 in range

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)

Owner: Rodney Pierce

Last Update: Jul 29, 2022 13:50:10



Comment
 Q1 Base on Priority Dispatch measures from Case open to Case dispatched 79 seconds (1:19) 1,035 cases

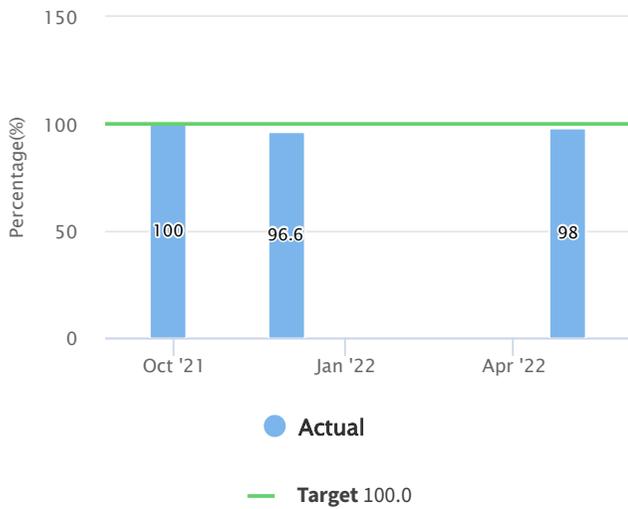
Q2 Base on Priority Dispatch measures from Case open to Case dispatched 78 seconds (1:18) 1,534 cases

Emergency Police Dispatch Implementation

Complete the Emergency Police Dispatch implementation by June 30, 2022

Owner: Rodney Pierce

Last Update: May 03, 2022 15:42:00



Comment

Live with EPD, working sustaining QA reviews

Goal 1.1.31

Ongoing - Ongoing

On Track

Enhance Employee Wellness - 911-Communications

Owner: Rodney Pierce

Update provided by Cindy Chapman on Aug 01, 2022 18:29:11

Update this period:

85.7% of employees on the County Health policy (and covered spouses) were compliant with the Health Risk Assessment this year.

Employees compliant with Health Risk Assessment

Percent of employees, and spouses, covered by County insurance who are compliant with completing a Health Risk Assessment (on file in the Employee Wellness Clinic) by June 30, 2022.

Owner: Rodney Pierce

Last Update: Aug 01, 2022 18:28:57

