



911-Communications Progress Report FY2023

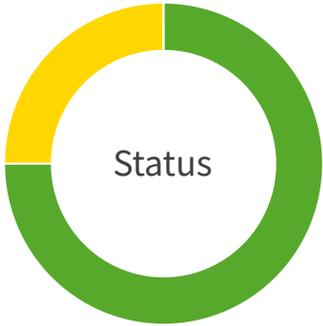
Current Reporting Date: Jul 31, 2023

Report Created On: Jul 27, 2023

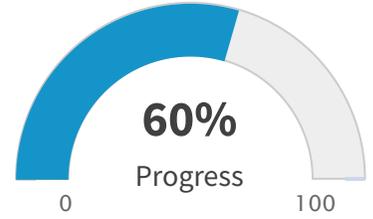
4

Goal

Overall Summary



	%
On Track	75.0
Some Disruption	25.0



Report Legend



Priority



No Update



Overdue

Goal 1.1.1



Jul 01, 2021 - Jun 30, 2023

On Track

Progress 60%

Improve community relations with the 911 - Communications

Owner: Rodney Pierce

Update provided by Cindy Chapman on Jul 27, 2023 21:32:30

Update this period:

On boarding 1/18/2023,04/19/2023,5/17/2023

Health and Wellness Fair 04/27/2023

William R Davie Elementary Community Visit 04/14/2023

LEPC 04/11/2023

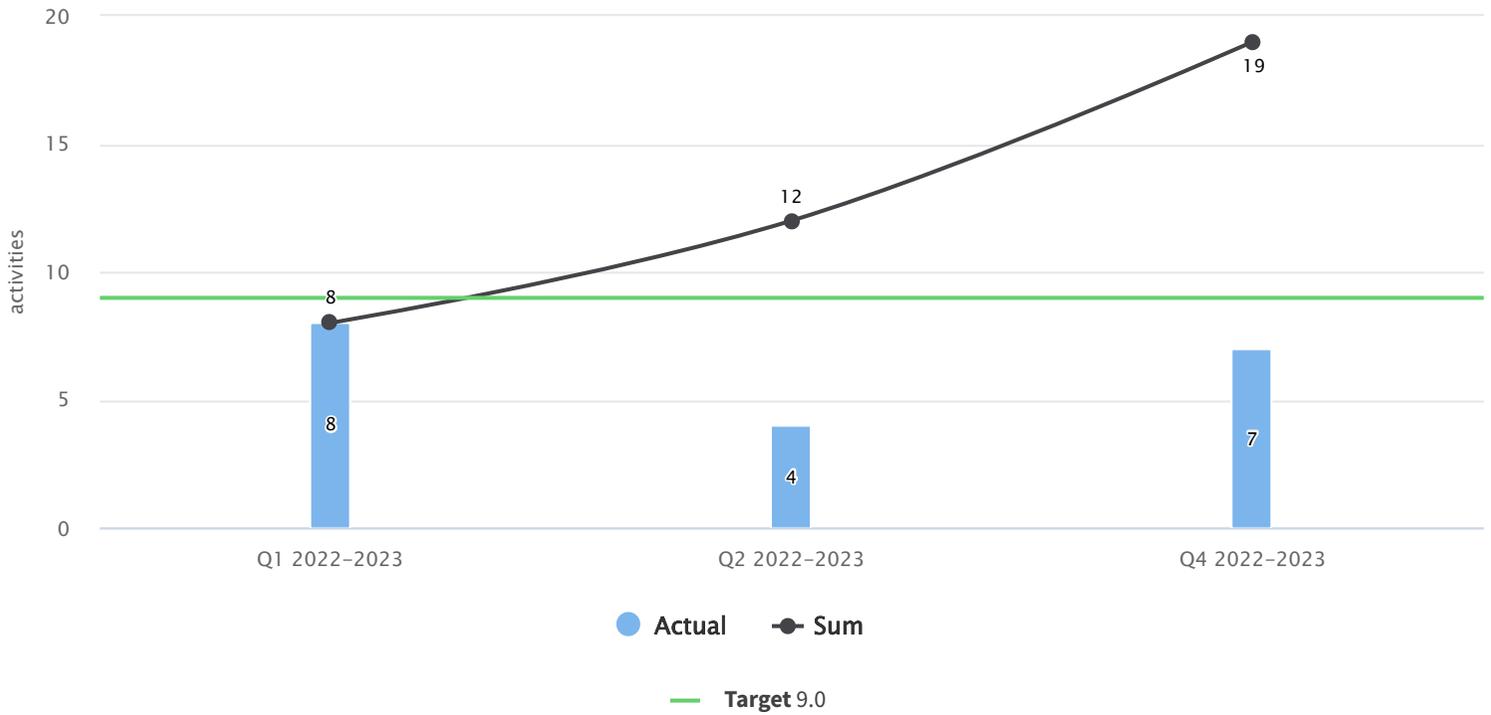
McDowell 911 Tour 1/31/2023

Information & Awareness Activities

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

Owner: Rodney Pierce

Last Update: Jul 27, 2023 21:29:10



Comment

On boarding 1/18/2023,04/19/2023,5/17/2023

Health and Wellness Fair 04/27/2023

William R Davie Elementary Community Visit 04/14/2023

LEPC 04/11/2023

McDowell 911 Tour 1/31/2023

Goal 1.1.2  Jul 01, 2021 - Jun 30, 2023 On Track Progress 86%

Increase professional development training opportunities for 911- Communications staff

Owner: Rodney Pierce

Update provided by Cindy Chapman on Jul 27, 2023 21:32:04

Update this period: Staff have completed training and seek continuous education.

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: Jul 27, 2023 21:24:42



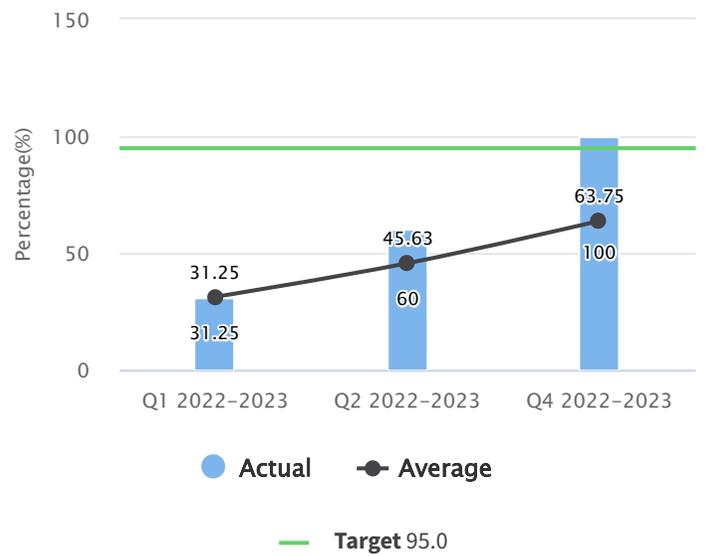
Comment
All Telecommunicators are ETC certified 100%

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 27, 2023 21:24:53



Comment
All staff has Completed EMD, EFD, and EMD training certifications

Goal 1.1.3  Jul 01, 2021 - Jun 30, 2023 On Track Progress 92%

Ensure optimal response times 911-Communications

Owner: Rodney Pierce

Update provided by Cindy Chapman on Jul 27, 2023 21:31:30

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: Jul 27, 2023 21:31:10



Comment

EMD: 1:21

EPD: 1:22

EFD: 1:23

Avg time 82 seconds

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: Jul 27, 2023 21:30:30



Comment

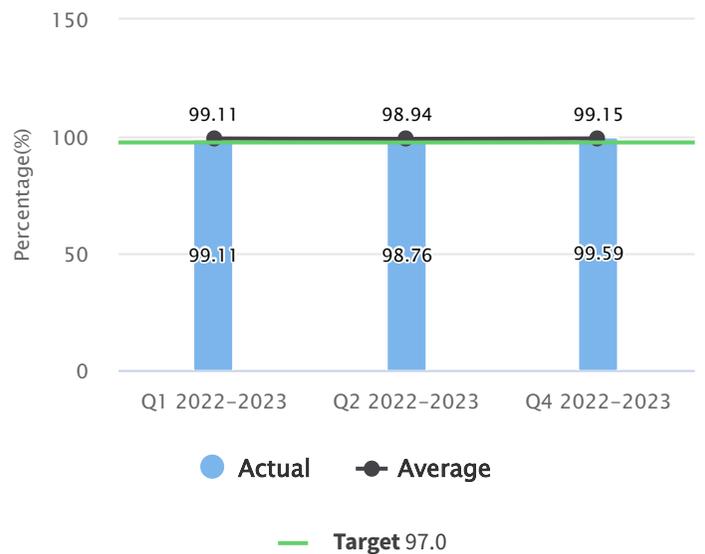
Total calls form 1/01/2023 to 07/10/2023 37,489

Emergency calls answered within 10 seconds

Percent of emergency calls answered within 10 seconds (Goal: 97% or greater)

Owner: Rodney Pierce

Last Update: Jul 27, 2023 21:30:43



Comment

10/01 to 12/31 : 911 Emergency calls answered in 10 seconds or less =98.76%

Emergency Medical calls that are dispatched under 90 seconds

Percent of Emergency Medical Dispatch calls that are dispatched under 90 seconds. (Goal: 98% or greater)

Owner: Rodney Pierce

Last Update: Jul 27, 2023 21:30:58



Comment

10/01/2022 to 12/30/22: Emergency Medical Calls from case entry to dispatch ready : 1,216 avg 1:17 (77 secs)

Goal 1.1.30

Ongoing - Ongoing

Some Disruption

Enhance Employee Wellness - 911-Communications

Owner: Rodney Pierce

Update provided by Cindy Chapman on Jul 27, 2023 21:22:15

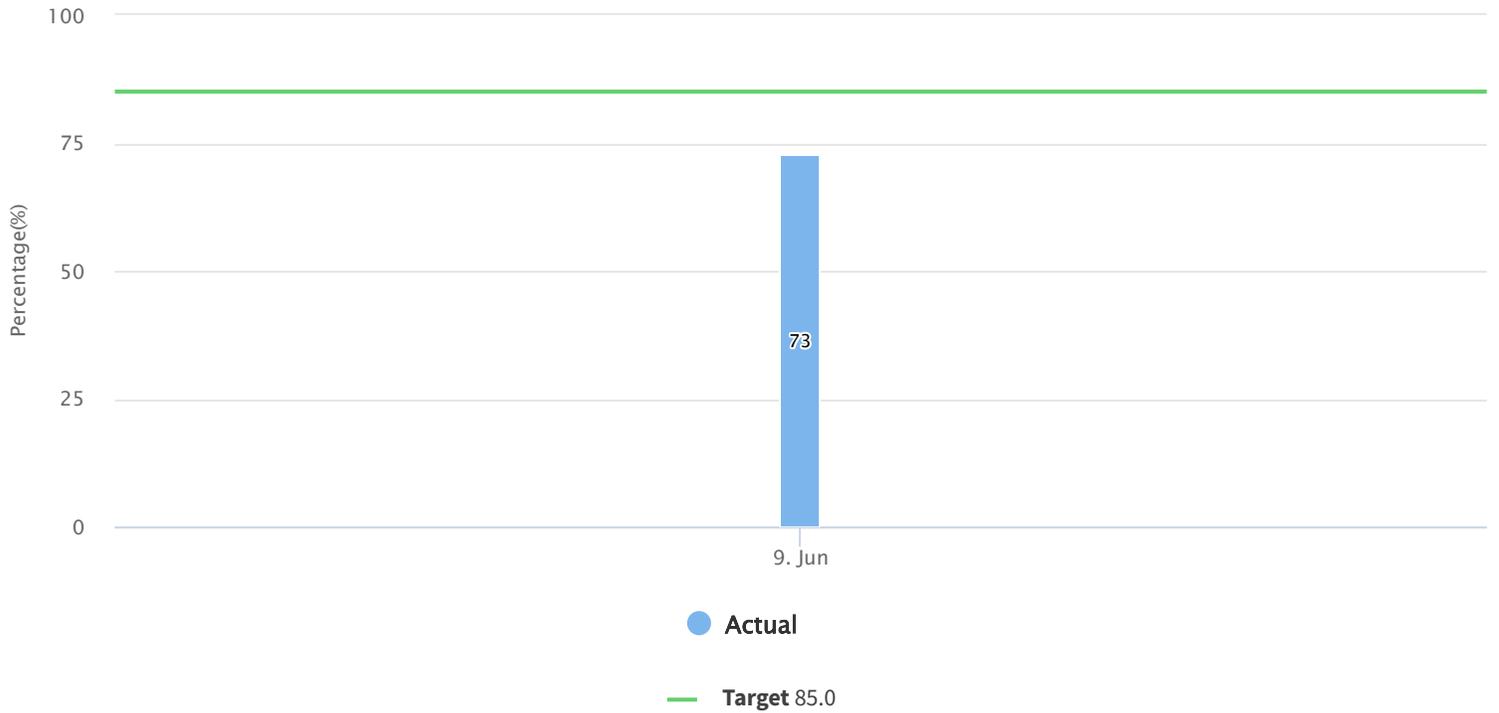
Update this period: 73% of employees were compliant with this goal.

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, 2023.

Owner: Rodney Pierce

Last Update: Jul 27, 2023 21:21:32



Comment

This metric will be measured at the end of the fiscal year.