

TECHNICAL ADVISORY COMMITTEE MEETING

Wednesday • February 11, 2026 • 10:00 am

Chair: Div. Chief Patrick Wineman | Vice Chair: CMD. Brian Wilber

Washington County Consolidated Communications Agency

5900 NE Pinefarm Court • Hillsboro, Oregon • 97124

Agenda

Call to Order

Approval of Minutes, January 14, 2026*3

Additions and/or Deletions of Agenda Items

Committee Reports

- A. Police Users Group
- B. Fire Users Group
- C. PSSTG

Old Business

- A. System Status (Reese)
Radio, IS and Facilities updates.

New Business

- A. Federal Activity Data Requests (Permanent Topic) Foster
- B. Hubbard Radio (Reese)

Staff Report

Good of the Order

* Requires Action

Adjournment | Next Meeting: Wednesday, March 11, 2026, 10:00 am

Upcoming Meetings | Events at WCCCA:

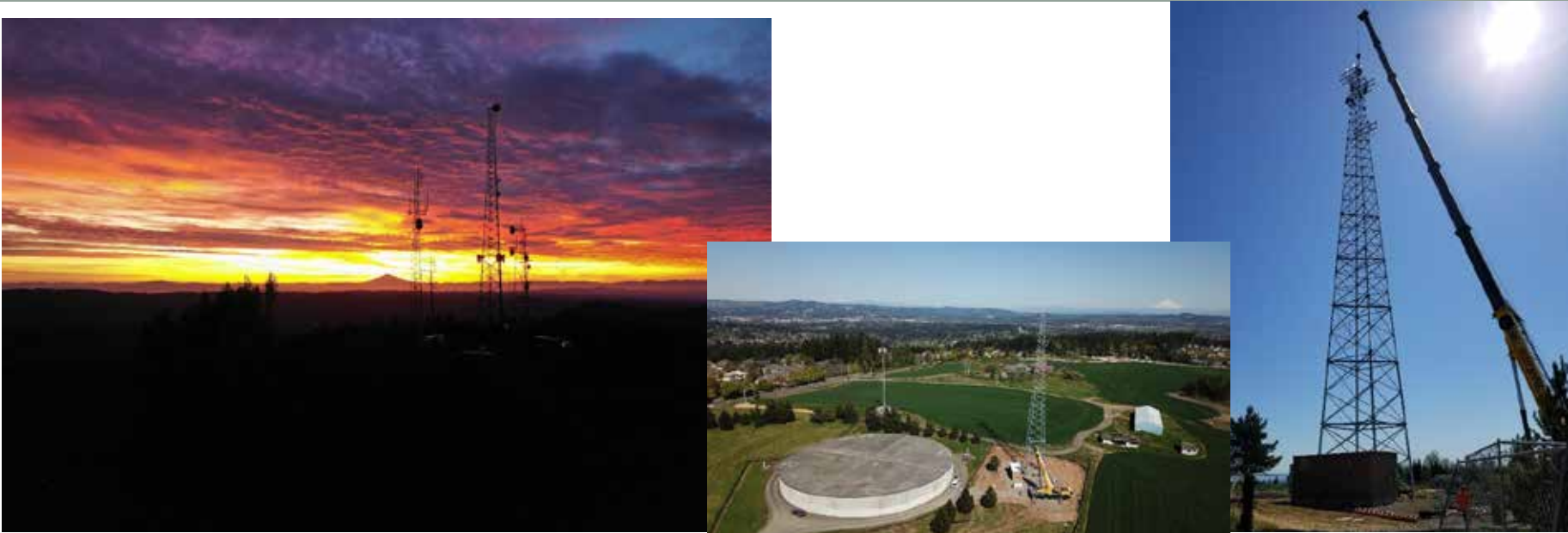
CEO Board Meeting: February 19, 2026

**Washington County
Consolidated Communications Agency**

Minutes

**Washington County
Consolidated Communications Agency**

Old Business



WCN SYSTEMS

Technical Services

Manager: Jennifer Reese (Interim)

Radio: Curtis Floyd

IT: Justin Haines

Facilities: Ted Leach

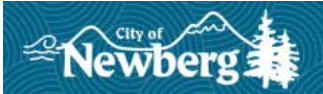
Activity for: January 2025



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C800 Group



Radio Team

Activity and Projects:

- Motorola Projects: JAN Monthly patching complete. JUNE 2026-full system upgrades.
- JOT Form: on-line. <https://forms.office.com/g/uY1tn0sbbK> (QR Code can be provided)
- Site Preventative Maintenance: Motorola completed 7 sites in Jan
- Station Alerting : Multiple TVFR stations in review.
- Backhaul: Working on budget for systemwide replacement. ACX7020 updated quote provided.
- Microwave: Updating and organizing spares.
 - TIMB<>GOAT Frequency change (DELAYED due to WHAL<>AOKG link issues). Wilsonville Tank, and Damascus have physical damage.
 - Whalehead <> Oak Grove Pathed and online.
- Member Agency (WCN) Preventative Maintenance
 - PM's for Mobile and Portable Radios
 - Recently Completed Agencies: LOCOM and LOPD
 - CCSO has started to cycle radios into WCCCA for PM
 - DVRS: LOPD (One test vehicle set up); HBFD DVRS completed 10 apparatus.
- WAVE (Mobile Devices Radio Use):
 - Working with Motorola on new WAVE Management tool. No ETA on cutover.
 - CCSO has requested licenses from Motorola, but we have not been updated.
- BDA/DAS- Projects in progress as they arise. MOL PD Station, Complete.
 - WLPD and MOLPD complete.
 - Others as they arise. WCSO East Facility, HBFD Station 5, Station 9.
 - Sent list of LOFD Area BDAs for LOFD Fire Marshal review.
- OTHERS and REMINDERS:
 - WCCCA Equature upgrades planned for MAY 2026.
 - Please create internal distro for radionotifications@domain.com ; tapoutnotifications@domain.com ; cadnotifications@domain.com
 - Good feedback so far. We'll plan to utilize these Distros fully starting in March 2026.
 - Battery Maintenance document was shared, please review batteries for life cycle and replacement needs.
 - **Starting NOV 2025-** Salem Radio Talkgroup reorg. Salem provided final template. We'll work to program users as immediate mutual aid response calls for it.
 - WCCCA will communicate with boards on addition or programming of individual non-member radios, i.e. Nike Security, Mall Security, etc, for approvals on individual user basis.
 - Working with CD911 to help support MW needs for an offline link with C800 MNI microwave spares.
 - Repairs Price increase: APX6000 and 8000 series from \$665 to \$727. Doc provided.

Information Technology Team

Activity and Projects:

- **CAD Maintenance**
 - January CAD Maintenance was successful with all systems receiving latest security patches.
- **CAD Services**
 - TEST CAD System will be updated to version 25.10 on 2/26.
 - MAJCS Tech and Ops meetings are on going with role assignments and noting milestones with possible roadblocks. User meeting identified concern regarding timelines for end user trainging.
- **IT Services**
 - WCCCA has begun a project to replace the current MicroMain work order system with their latest version.
 - We are working to populate the test environment and work through how to load data for streamed lined services.

Facilities Team

Activity and Projects:

- Pine Farm Facility
 - The two expansion tanks for the potable water system were replaced.
 - No candidates for the open Facilities position were able to pass the background check. A new recruitment process has begun.
- Site Maintenance Status
 - Griffith Roofing will next be replacing the roofs at the Pumpkin Ridge and Sherwood radio sites.
 - Radio site maintenance for January was completed.
- Site Power Status
 - No updates
- Site Security Status
 - No new issues to date.
- Vehicles
 - Fleet vehicle PMs were completed for the month of January.
- Special Projects
 - No updates.

Washington County
Consolidated Communications Agency

KPI's



Key Performance Indicators (KPI)

2025
Annual

Performance Summary

Call Answer Time^{1 2}

(Answer time segment measured from emergency lines received at phone server to answered by call taker.)

911 Phone Lines - All Lines - Total (170,272) (includes call filter processing time)



- 36.5% (62,112) of the calls answered in 15s - standard is 90% in 15s.
- 60.2% (102,494) of the calls answered in 20s - standard is 95% in 20s.

Diff from
Previous Yr

- ↓ -3.3%
- ↓ -3.7%

911 Phone Lines by Type

Wireline - Total (30,407)

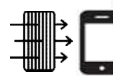
(8 dedicated trunk lines)



- 78.9% (23,997) of the calls answered in 15s - standard is 90% in 15s. ↑ 20.3%
- 84% (25,548) of the calls answered in 20s - standard is 95% in 20s. ↓ -1.2%

Wireless - Total (139,865)

(10 trunk lines includes automated call filter process time)



- 27.2% (38,040) of the calls answered in 15s - standard is 90% in 15s. ↓ -3.1%
- 55% (76,918) of the calls answered in 20s - standard is 95% in 20s. ↓ -3.6%

Wireless - Staff Time (139,865) (call filter time removed - actual staff time from available in queue to answered)



- 78.4% (109,721) of the calls answered in 15s - standard is 90% in 15s. ↓ -3.4%
- 83.8% (117,164) of the calls answered in 20s - standard is 95% in 20s. ↓ -3.6%

Total Call Processing Time^{1 3} - Call Answer to Dispatch

(Total call processing time segment measured from emergency lines answered by call taker to initial notification of emergency response units.)



- 69.6% of 588 Police Priority 1 calls processed in 105s - goal is 90% in 105s. ↑ 1.5%
- 67.4% of 926 Fire Priority 1 calls processed in 90s - goal is 90% in 90s. ↓ -1.8%
- 61.9% of 39,679 EMS Code 3 calls processed in 90s - goal is 90% in 90s. ↑ 0.9%



Call Taking - Call Answer to Incident Creation^{1 4}

(Call taking time segment measured from call taker answer to incident record in dispatch queue.)



- 70.1% of 588 Police Priority 1 calls created in 80s - goal is 90% in 80s. ↑ 0.1%



- 70.2% of 926 Fire Priority 1 calls created in 65s - goal is 90% in 65s. ↑ 5.5%



- 48.9% of 39,679 EMS Code 3 calls created in 65s - goal is 90% in 65s. ↓ -0.5%



Dispatch Time - Incident Creation to Dispatch^{1 4}

(Dispatch time segment measured from incident record in dispatch queue to initial notification of response units.)



- 69.1% of 588 Police Priority 1 calls dispatched in 25s - goal is 90% in 25s. ↑ 1.3%



- 67.5% of 926 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s. ↑ 1.1%



- 94.2% of 39,679 EMS Code 3 calls dispatched in 25s - goal is 90% in 25s. ↑ 1.3%

911 Call Volume Comparison⁵

YEAR	TOTAL	%Chg
2025	227,511	3.9%
2024	219,064	-6.6%
2023	234,545	6.8%
2022	219,661	-

¹ Calls for Service Generated by WCCCA. Validation removed incidents with null time values.

² Section 2.2 Call Taking Standards - NENA-STA-020.1-2020 - NENA Standard for 9-1-1 Call Processing.

³ Indicates Agency goals for total call processing time.

⁴ Draft goals - Derived from Agency goal of total processing time.

⁵ Total 911 phone calls received at phone server.

* Partial week



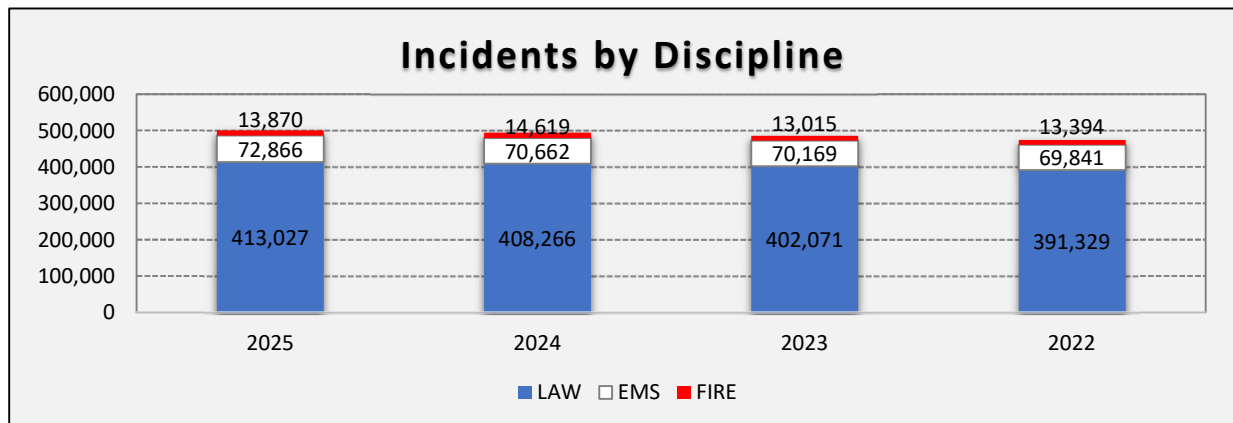
Key Performance Indicators (KPI)

2025

Annual

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	2024	% Change	2022
	Priority 1	2,277	2,463	-7.55%	2,558
	Priority 2	41,479	42,339	-2.03%	43,097
	Priority 3	59,780	63,495	-5.85%	62,807
	Priority 4	51,405	52,217	-1.56%	54,198
	Priority 5	48,316	47,611	1.48%	44,859
	Priority 6	7	2	250.00%	2
	Priority 7	525	373	40.75%	453
	EMS	71,810	70,065	2.49%	69,049
	FIRE	13,427	14,006	-4.13%	12,636
Self-Initiated (In-Field)					
	EMS	1,754	1,592	10.18%	1,120
	Fire	443	613	-27.73%	379
	Law	209,238	199,766	4.74%	194,097
Totals					
	Total EMS	72,866	70,662	3.12%	70,169
	Total Fire	13,870	14,619	-5.12%	13,015
	Total Law	413,027	408,266	1.17%	402,071
	Total	499,763	493,547	1.26%	485,255



Legend:

"WCCCA Generated" = Calls made into the 9-1-1 center and dispatched to police, fire & EMS providers.

"Priority 1 - 7" = All police related calls are categorized by a priority level. 1 being the most life threatening to 7 being the least emergent.

"Self-Initiated" = Incidents that are not dispatched by the 9-1-1 center, but rather a police officer, fire and or EMS unit creates the call by reporting these to the 9-1-1 center that they are responding to.

"Fire" = Calls for service that are fire related.

"EMS" = Calls for service that are medical in nature.

* - Number of calendar weeks (Sunday to Saturday) per month of analysis



Key Performance Indicators (KPI)

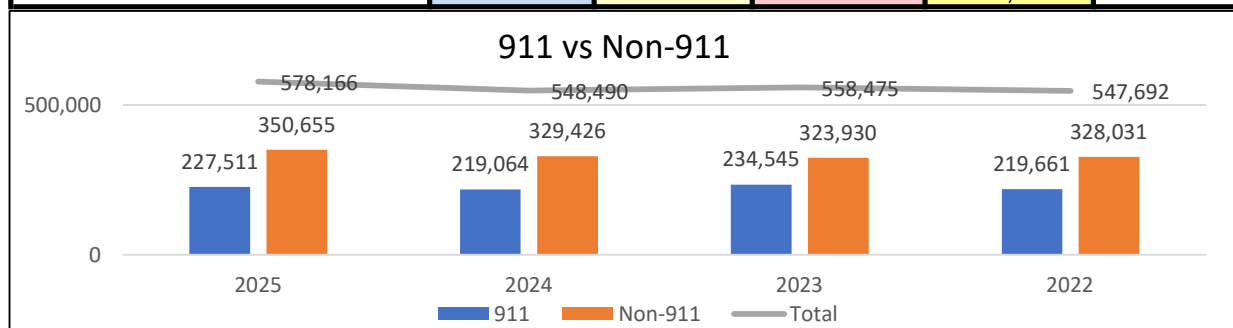
2025

Annual

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	7/4-Fri	Bus. Hour	21:00	All Calls	297
Notable Events: The busiest telephone activity hour occurred on July 4th during the 9 PM hour. Dispatcher staffing level has decreased and average answer times have increased from previous year. EMS call taking times have decreased from last year.					
	2025	2024	% Change	2023	
911 Wireless (Cellular)	193,924	184,132	5.32%	196,115	
Cellular - % of all 911 calls	85.24%	84.05%	1.41%	83.62%	
911 Wireline (WL)	4,211	5,413	-22.21%	10,733	
911 VOIP	20,525	20,277	1.22%	16,794	
TLMA / Other	382	424	-9.91%	349	
No Class of Service (NC)	8,469	8,803	-3.79%	10,554	
911 Wireline (WL) - Total All	33,587	34,917	-3.81%	38,430	
WL, VOIP, TLMA, NC - % of all 911	14.76%	15.94%	-7.38%	16.38%	
911 TEXT	1,111	1,254	-11.40%	1,378	
(AE) 911 TEXT	600	570	5.26%	507	
Abandoned 911 Calls	57,239	911 Average Talk Time (mm:ss)		03:08	
Average Abandon Percent	24.87%	911 Total Talk Time hh:mm:ss		8851:40:39	
Abandoned Time Sec - Median 50%	7				

Non- Emergency Telephone Activity							
Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
279,758	20,486	8,771	10,396	30	1119 / 0	21,771	70,897
Total Telephone Activities		2025	2024	% Change	2023		
911 Emergency		227,511	219,064	3.86%	234,545		
Non - Emergency (incoming & outgoing)		350,655	329,426	6.44%	323,930		
Total Phone Traffic		578,166	548,490	5.41%	558,475		



Legend:

"911 Cell" = 9-1-1 calls that are made via a cellular telephone.

"911 Wireline" = 9-1-1 calls made by traditional telephone (not cell phones)

"VOIP" = Voice Over Internet Protocol (9-1-1 calls made via the internet).

"TLMA" = Telematic Services (OnStar, Ford, GM, etc.)

"911 Text" = Calls received by the 9-1-1 center via cell phone texting. Not included in 911 emergency totals.

"(AE) 911 Text" = Text to 9-1-1 that are actual emergencies. Not included in 911 emergency totals.

"Abandoned 911 Calls" = Calls to 9-1-1 where the calling party disconnects prior to a dispatcher answering the telephone.

* Number of calendar weeks (Sunday to Saturday) per month of analysis



Key Performance Indicators (KPI) **2025** **Annual** **Telephone Activity cont.**

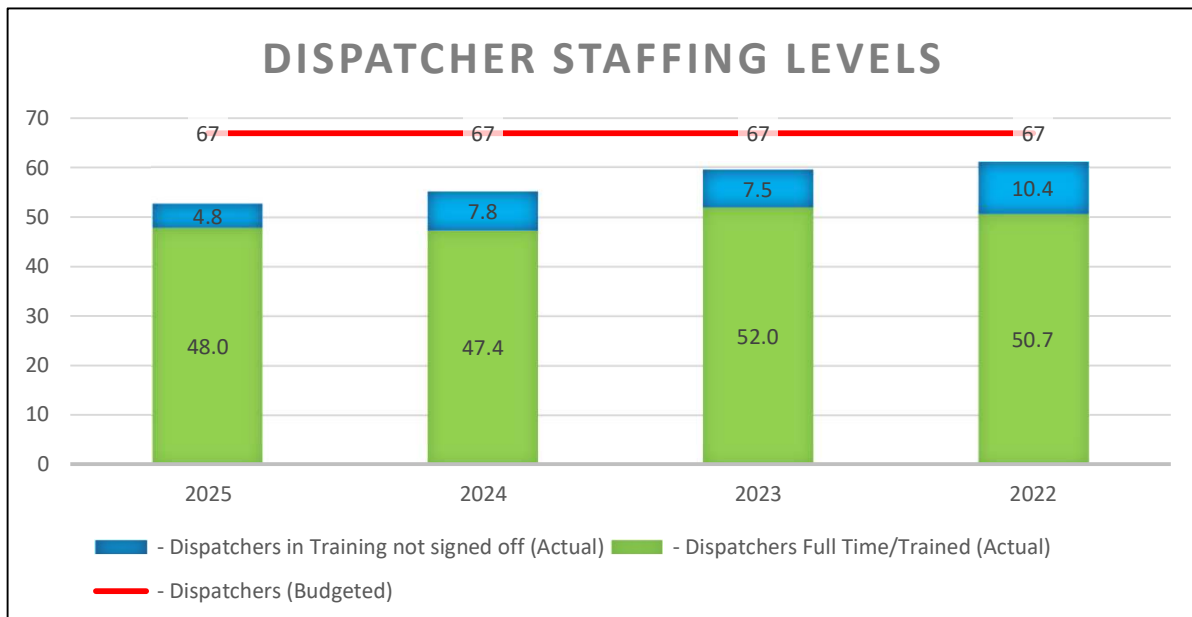
911 Wireless Call Filter (Pocket Dial)				
	2025		2024	
Filter Status	Count	Percent	Count	Percent
Presented	185,294		175,916	
Accepted	138,573	74.79%	138,311	78.62%
Acpt - VOX	101,311	73.11%	100,619	72.75%
Acpt-DTMF	37,253	26.89%	37,685	27.25%
Rejected	2,182	1.18%	2,624	1.49%
Hang up	44,539	24.04%	34,981	19.89%
Duration - Sec (50%)	10		10	

Staffing Levels

PERSONNEL	2025	2025	2024	2023
CLASSIFICATION	FTE Budget	FTE Act(avg)	FTE Act(avg)	FTE Act(avg)
Administration*	9.1	9.1	6.8	7.5
Operations**	10.0	10.0	9.0	10.0
Dispatchers Trained	67.0	48.0	47.4	52.0
Dispatchers in-training		4.8	7.8	7.5
Technical Services	19.5	16.5	14.0	13.0
Human Resources*			1.1	1.1
Total	105.6	88.4	86.0	91.1

* Administration consists of Exec, Support Staff (including Records), and Human Resources

** Operations consists of Supervisors and Training staff



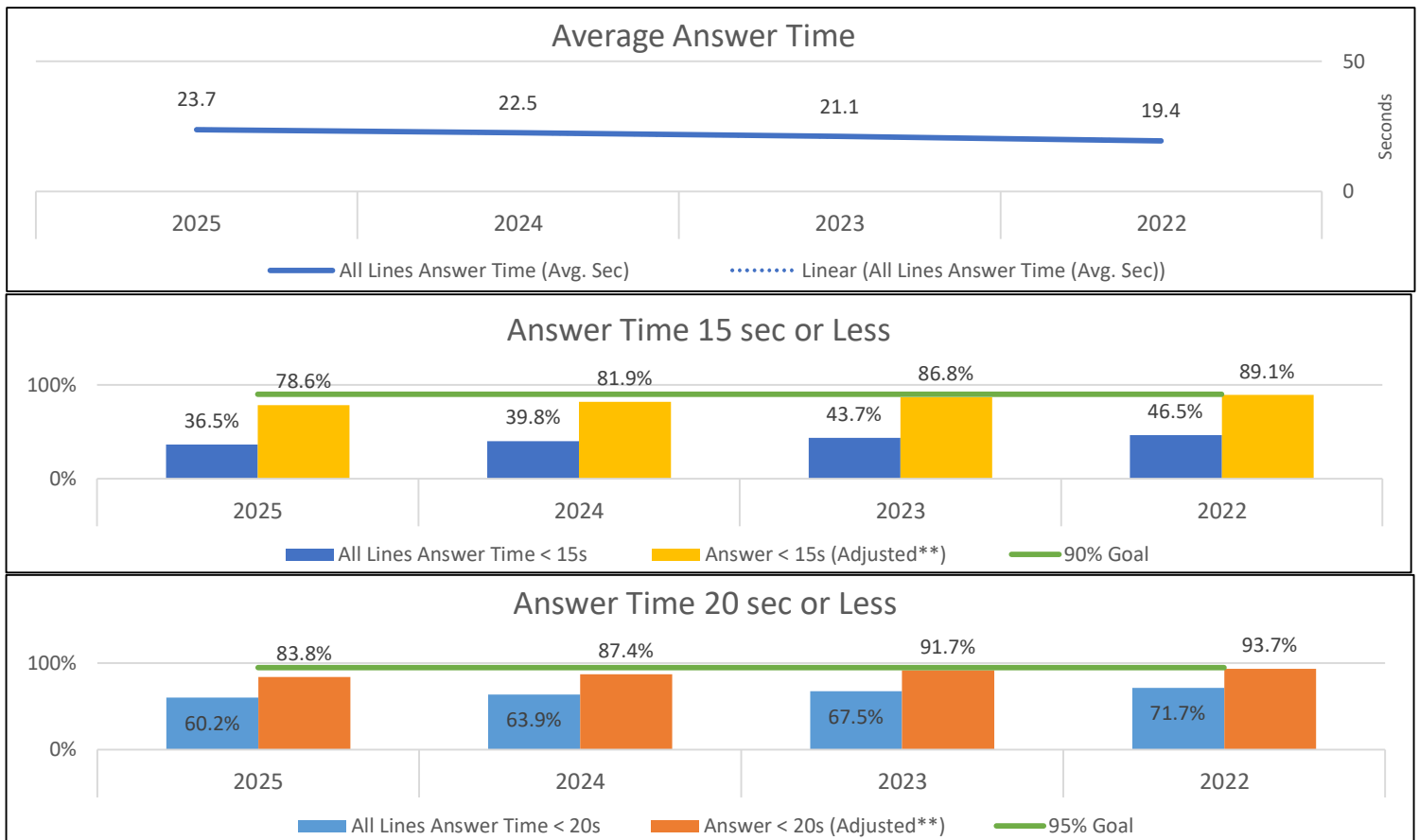


Key Performance Indicators (KPI)

2025
Annual
Timed Performance

Average Answer Times	2025	2024	2023
All Lines (avg sec)**	23.7	22.5	21.1
- Wire Line (avg sec)	12.3	11.5	9.9
- Wireless (avg sec)**	26.2	25.0	23.7
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	86.5%	88.7%	90.5%
Wire Line (% at 15s or less)	95.8%	96.2%	97.5%
Wireless (% at 15s or less)**	84.4%	87.0%	89.0%
All Lines (adjusted)***	95.7%	96.3%	98.0%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	60.2%	63.9%	67.5%
Wire Line (% at 20s or less)	84.0%	87.2%	91.3%
Wireless (% at 20s or less)**	55.0%	58.6%	62.1%
All Lines (adjusted)***	83.8%	87.4%	91.7%

**911 call duration includes wireless call filter "Pocket Dial". Answer Time segment measured from emergency lines received at phone server to answer by call taker, excludes abandoned calls.





Key Performance Indicators (KPI)

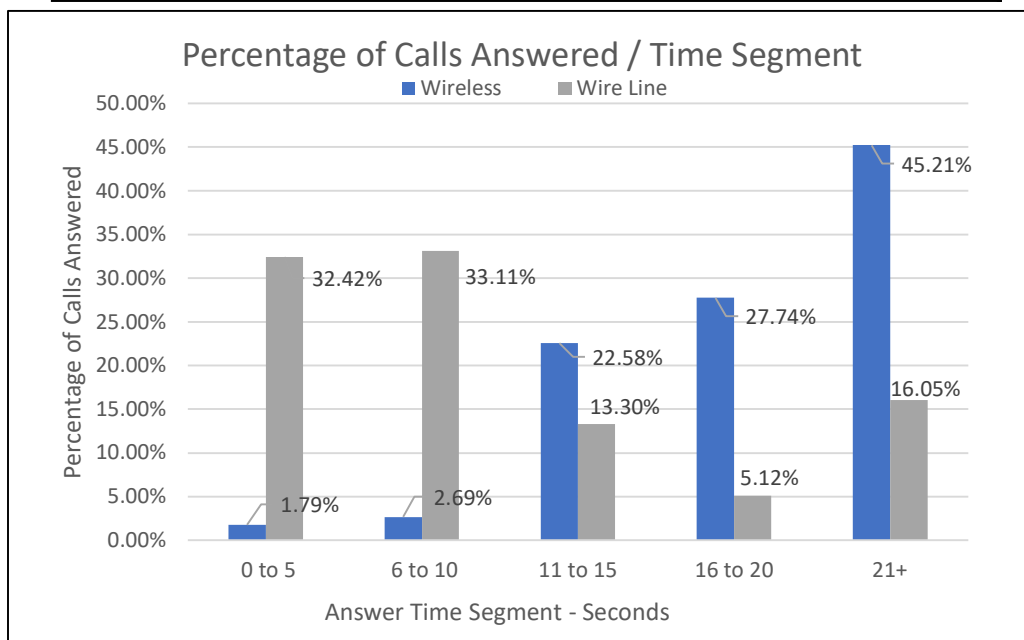
2025

Annual

Timed Performance

Wire Line 911 Answer Times - Land Line					
Count of Calls per Answer Time Segment Seconds					
0 to 5	6 to 10	11 to 15	16 to 20	21+	Total
9,858	10,068	4,044	1,558	4,879	30,407
32.42%	33.11%	13.30%	5.12%	16.05%	100.00%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:05	00:08	00:13	00:29	
Longest Wait Time Duration (mm:ss)	05:40		Date / Time	12/1-Mon	8:36:30

Wireless 911 Answer Times - Cellular					
Count of Calls per Answer Time Segment Seconds					
0 to 5	6 to 10	11 to 15	16 to 20	21+	Total
2,497	3,756	31,576	38,798	63,238	139,865
1.79%	2.69%	22.58%	27.74%	45.21%	100.00%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:15	00:19	00:29	00:49	
Longest Wait Time Duration (mm:ss)	13:57		Date / Time	12/17-Wed	1:23:25



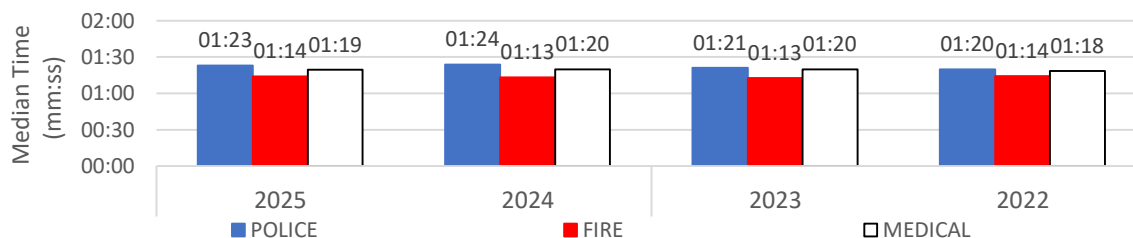


Key Performance Indicators (KPI) 2025

High Priority Incidents -Timed Performance

Police - Incidents ***				2025	2024	% Change	2023
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:57	00:56	1.78%	00:52
	Incident Creation to Dispatch			00:19	00:21	-11.02%	00:20
	Call Answer to Dispatch			01:23	01:24	-0.94%	01:21
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	588	0.64%	01:02	01:23	01:55	02:58	1:45
2021 Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31 - 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
P1	3	134	209	106	79	32	25
Fire Incidents ***				2025	2020	% Change	2022
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:51	00:52	-1.07%	00:53
	Incident Creation to Dispatch			00:21	00:20	3.19%	00:20
	Call Answer to Dispatch			01:14	01:13	1.20%	01:13
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	926	21.53%	00:55	01:14	01:40	02:15	1:30
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31 - 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
P1	11	291	329	169	92	20	14
Medical Incidents ***				2025	2020	% Change	2022
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:06	01:06	-0.02%	01:06
	Incident Creation to Dispatch			00:11	00:12	-4.75%	00:12
	Call Answer to Dispatch			01:19	01:20	-0.89%	01:20
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	39,679	63.04%	01:00	01:19	01:48	02:26	1:30
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31 - 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	420	9,808	14,312	7,867	5,409	1,268	595

Call Answer to Dispatch by Discipline for High Priority Incidents



*** Calls for Service Generated by WCCCA. Validation removed incidents with null time values



Key Performance Indicators (KPI) 2025

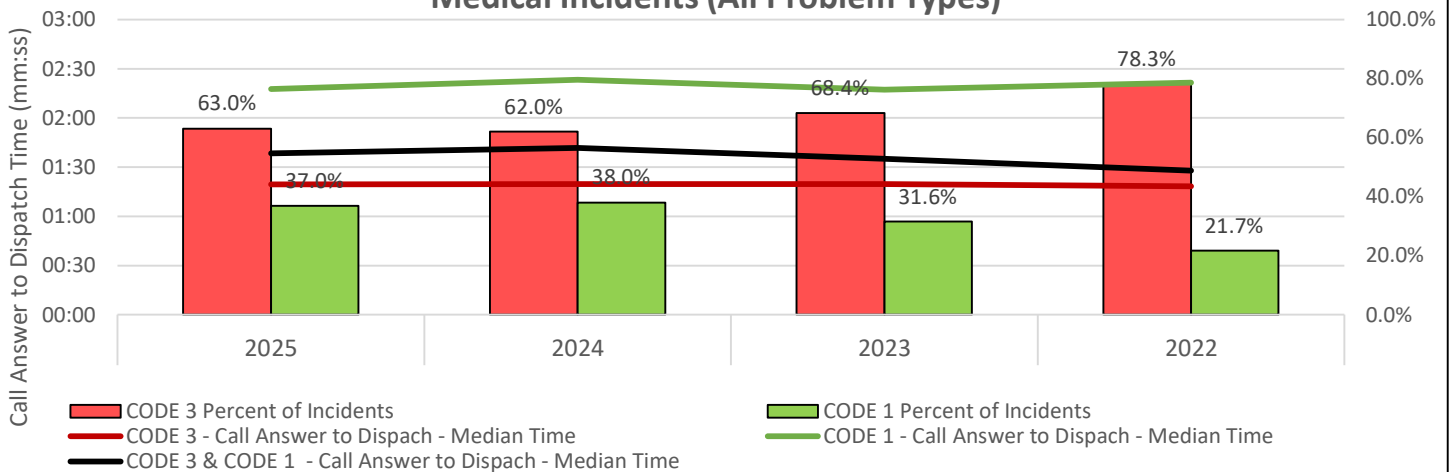
Top 10 Medical Incidents

		2024												2025
RANKED TOP 10 INCIDENT COUNTS	AVG	12	1	2	3	4	5	6	7	8	9	10	11	12
SK - SICK PERSON	669.9	720	723	653	665	645	666	671	707	728	670	700	569	592
CH - CHEST PAIN/HEART	484.2	465	496	415	508	500	487	454	511	486	472	479	466	555
FA1 - FALLS C1	423.3	415	442	361	395	370	460	476	417	439	416	429	438	445
BR - BREATHING PROBLEM	362.9	400	390	401	379	380	390	341	335	289	325	340	331	417
FA1B - FALL BLS	323.1		198	282	342	329	343	341	349	335	344	354	319	341
SK1B - SICK/UNKOWN BLS	303.8	398	441	384	259	261	298	251	299	267	303	282	247	259
FA - FALL	295.7	298	285	283	257	285	306	270	318	356	290	335	270	291
SK1 - SICK PERSON C1	288.3	275	281	252	270	244	271	268	325	302	271	310	342	337
TAI - TRAFFIC ACCIDENT INJURY	256.5	322	237	242	223	208	249	255	262	256	285	285	234	276
CPR - CARDIAC ARREST	226.0	226												
TAU - TRAFFIC ACCIDENT UNK INJ	220.0											220		
LA - LIFT ASSIST	216.0	216												
UN - UNCONSCIOUS/FAINTING	210.0		210	202	180	201		229	228	215	206		210	219
CVA - STROKE	195.5						199	192						

Timed Performance

Medical Incidents (All Problem Types)***				2025	2024	% Change	2023
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:06	01:06	-0.02%	01:06
	Incident Creation to Dispatch			00:11	00:12	-4.75%	00:12
	Call Answer to Dispatch			01:19	01:20	-0.89%	01:20
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	39,679	63.04%	01:00	01:19	01:48	02:26	
CODE 1	23,266	36.96%	01:47	02:17	03:00	03:56	
ALL	62,945	100.00%	01:09	01:39	02:20	03:11	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	420	9,808	14,312	7,867	5,409	1,268	595
CODE 1	66	414	2,453	5,463	9,070	3,652	2,148
ALL	486	10,222	16,765	13,330	14,479	4,920	2,743

Medical Incidents (All Problem Types)

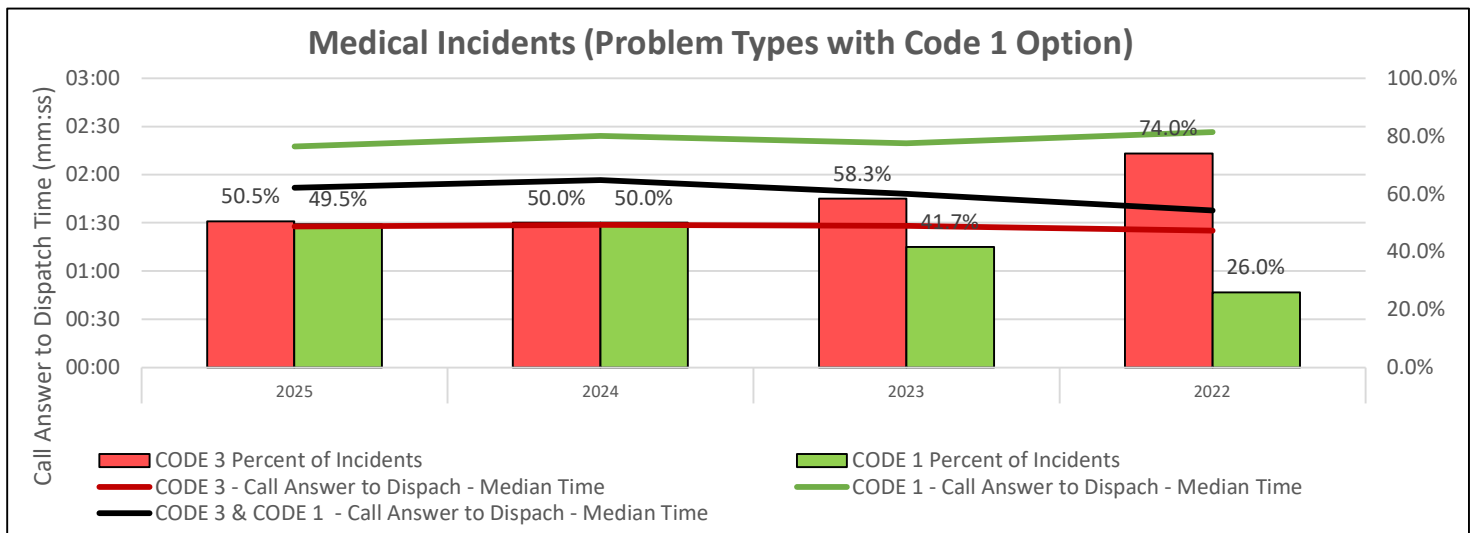




Key Performance Indicators (KPI) 2025

Medical Incidents (Types w/ Code 1 Opt)***				2025	2024	% Change	2023
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:15	01:15	0.38%	01:14
	Incident Creation to Dispatch			00:11	00:12	-5.99%	00:12
	Call Answer to Dispatch			01:28	01:29	-0.76%	01:28
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	23,790	50.56%	01:06	01:28	01:59	02:38	
CODE 1	23,266	49.44%	01:47	02:17	03:00	03:56	
ALL	47,056	100.00%	01:21	01:52	02:33	03:26	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	157	4,255	8,154	5,535	4,171	1,028	490
CODE 1	66	414	2,453	5,463	9,070	3,652	2,148
ALL	223	4,669	10,607	10,998	13,241	4,680	2,638

*** Validation removed incidents with null time values



*** Calls for Service Generated by WCCCA. Validation removed incidents with null time values. Call Answer to Dispatch Time segment measured from emergency lines answered by call taker to initial notification of emergency response units

POLICE - P1 - ASSAULT WEAPON, COVER OFFICER CODE 3, ASSIST FIRE CPR, DISTURBANCE WEAPON, DOMESTIC WEAPON, KIDNAP, MASS CASUALTY WEAPONS, ROBBERY ARMED, SHOOTING, TRAIN ACC.

FIRE - P1 - AIR INCIDENT, BARN FIRE, BOAT FIRE, BRUSH/GRASS/TREE FIRE, CAR FIRE, COMMERCIAL FIRE, CHIMNEY FIRE, EXPLOSION/HAZMAT, RESIDENTIAL FIRE, TECHNICAL RESCUE, TRAIN INCIDENT, TRUCK FIRE

EMS - Code 3 (P1 & P2) - ABDOMINAL PAIN, ALLERGIC REACTION, TRANSPORT CODE 3, ANIMAL BITES, ASSAULT WEAPONS, ASSAULT PHYSICAL, PAIN, BEHAVIORAL HEALTH, BLEEDING PROB., BURNS, CHEST PAIN, CHOKING, CARDIAC ARREST, STROKE, DIABETIC PROB., DROWNING, FALL, HEAT/COLDS EXPOSURE, HEADACHE, HIT AND RUN INJ, HIT AND RUN UNK INJ, INDUSTRIAL ACCIDENT, MASS CASUALTY INCIDENT, MASS CASUALTY WEAPONS, MARINE RESCUE/OVERDOSE/POISON, PREG/CHILDBIRTH/MISCAR, SEND MEDICAL CODE 3, SHOOTING, SICK PERSON, SUICIDE ATTEMPT, SEIZURES, TRAFFIC ACC. INJURY/UNK, TOXIC EXPOSURE, TRAUMA, UNCONSCIOUS

EMS - Code 1 - ABDOMINAL PAIN C1, ALLERGIC REACTION C1, MEDICAL ALARM-1, MEDICAL TRANSPORT CODE, ANIMAL BITES/ATTACKS-1, BACK PAIN C1, BLEEDING PROBLEM C1, BREATHING PROBLEM C1, BURNS C1, CHOKING C1, DIABETIC C1, FALLS C1, HEAT/COLD EXPOSURE C1, HEADACHE C1, LIFT ASSIST, PREGNANCY C1, SEND MEDICAL CODE 1, SICK PERSON C1, TOXIC EXPOSURE C1, TRAUMA C1

EMS - Code 3 with Code 1 Option - ABDOMINAL PAIN / ABDOMINAL PAIN C1, ALLERGIC REACTION / ALLERGIC REACTION C1, MEDICAL TRANSPORT CODE3 / MEDICAL TRANSPORT CODE1, ANIMAL BITES/ATTACKS / ANIMAL BITES/ATTACKS-1, BACK PAIN / BACK PAIN C1, BLEEDING PROBLEM / BLEEDING PROBLEM C1, BREATHING PROBLEM / BREATHING PROBLEM C1, BURNS / BURNS C1, CHOKING / CHOKING C1, DIABETIC PROBLEMS / DIABETIC C1, FALL / FALLS C1, HEAT/COLDS EXPOSURE / HEAT/COLD EXPOSURE C1, HEADACHE / HEADACHE C1, PREG/CHILDBIRTH/MISCAR / PREGNANCY C1, SEND MEDICAL CODE 1 / SEND MEDICAL CODE 3, SICK PERSON / SICK PERSON C1, TOXIC EXPOSURE / TOXIC EXPOSURE C1, TRAUMA / TRAUMA C1



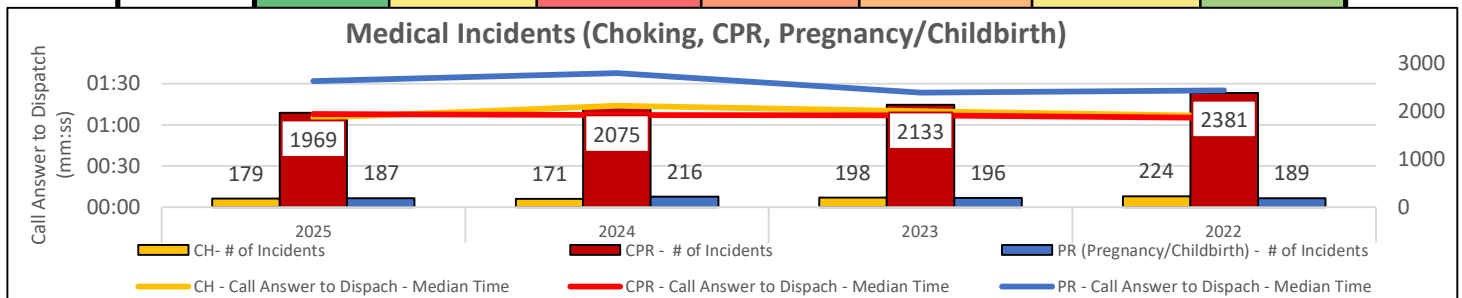
Key Performance Indicators (KPI) 2025

Timed Performance *** Validation removed incidents with null time values

Medical - CHOKING ***				2025	2024	% Change	2023
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:58	01:00	-2.92%	00:59
	Incident Creation to Dispatch			00:10	00:13	-20.05%	00:10
	Call Answer to Dispatch			01:10	01:14	-5.27%	01:10
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	179	NA	00:55	01:10	01:32	01:55	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	1	67	64	36	8	1	2

Medical - CPR ***				2025	2024	% Change	2023
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:56	01:00	-6.27%	00:59
	Incident Creation to Dispatch			00:11	00:13	-12.06%	00:10
	Call Answer to Dispatch			01:08	01:14	-7.98%	01:10
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	1,969	NA	00:54	01:08	01:30	01:57	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	29	710	759	293	138	29	11

Medical - PREGNANCY / CHILDBIRTH ***				2025	2024	% Change	2023
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:24	01:27	-3.11%	01:09
	Incident Creation to Dispatch			00:11	00:11	-2.37%	00:11
	Call Answer to Dispatch			01:38	01:37	0.51%	01:23
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	187	NA	01:13	01:38	02:26	03:21	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31 - 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	2	20	58	44	35	19	9





Key Performance Indicators (KPI)

Jan 2026

Roll-up

Performance Summary

Call Answer Time^{1 2}

(Answer time segment measured from emergency lines received at phone server to answered by call taker.)

911 Phone Lines - All Lines - Total (10,866)

(includes call filter processing time)

Diff from
Previous Year



37.7% (4,093) of the calls answered in 15s - standard is 90% in 15s.

↓ -1.5%

60.8% (6,608) of the calls answered in 20s - standard is 95% in 20s.

↓ -2.1%

911 Phone Lines by Type

Wireline - Total (1,964)

(8 dedicated trunk lines)



80.8% (1,588) of the calls answered in 15s - standard is 90% in 15s.

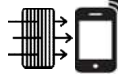
↓ -0.6%

85.9% (1,688) of the calls answered in 20s - standard is 95% in 20s.

↑ 0.1%

Wireless - Total (8,902)

(10 trunk lines includes automated call filter process time)



28.4% (2,524) of the calls answered in 15s - standard is 90% in 15s.

↓ -0.6%

55.4% (4,932) of the calls answered in 20s - standard is 95% in 20s.

↓ -2.0%

Wireless - Staff Time (8,902)

(call filter time removed - actual staff time from available in queue to answered)



81.2% (7,226) of the calls answered in 15s - standard is 90% in 15s.

↑ 0.7%

86.8% (7,730) of the calls answered in 20s - standard is 95% in 20s.

↑ 2.1%

Total Call Processing Time^{1 3} - Call Answer to Dispatch

(Total call processing time segment measured from emergency lines answered by call taker to initial notification of emergency response units.)



76.6% of 35 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 5.7%



53.3% of 63 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↓ -13.9%



59.5% of 2,667 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -2.5%



Call Taking - Call Answer to Incident Creation^{1 4}

(Call taking time segment measured from call taker answer to incident record in dispatch queue.)



83.4% of 35 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↑ 13.0%



54.6% of 63 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↓ -16.5%



47.1% of 2,667 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↓ -1.1%



Dispatch Time - Incident Creation to Dispatch^{1 4}

(Dispatch time segment measured from incident record in dispatch queue to initial notification of response units.)



57% of 35 Police Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↓ -12.9%



76.3% of 63 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↓ -3.5%



93.8% of 2,667 EMS Code 3 calls dispatched in 25s - goal is 90% in 25s.

↓ -2.0%

911 Call Volume Comparison⁵

YEAR	WK 45	WK 46	WK 47	WK 48	WK 49	WK 50	WK 51	WK 52	WK 53	WK 1	WK 2	WK 3	WK 4
2026	0	0	0	0	0	0	0	0	0	1,826	3,986	3,914	4,594
2025	4,550	4,330	4,364	4,021	3,790	4,378	4,531	4,033	2,230	2,204	4,102	4,163	4,204
2024	4,055	3,869	4,206	3,827	3,989	4,271	4,282	4,050	1,637	3,320	4,762	4,874	3,931

¹ Calls for Service Generated by WCCCA. Validation removed incidents with null time values.

² Section 2.2 Call Taking Standards - NENA-STA-020.1-2020 - NENA Standard for 9-1-1 Call Processing.

³ Indicates Agency goals for total call processing time.

⁴ Draft goals - Derived from Agency goal of total processing time.

⁵ Total 911 phone calls received at phone server.



Key Performance Indicators (KPI)

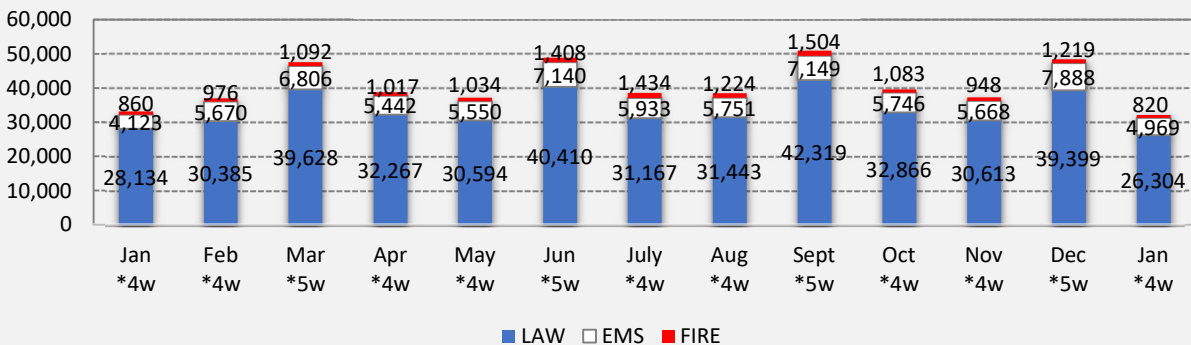
Jan 2026

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	141	160	-11.88%	141	
	Priority 2	2,438	2,663	-8.45%	2,438	
	Priority 3	3,506	3,900	-10.10%	3,506	
	Priority 4	3,111	3,419	-9.01%	3,111	
	Priority 5	2,975	2,967	0.27%	2,975	
	Priority 6	0	0	0.00%	0	
	Priority 7	45	28	60.71%	45	
	EMS	4,890	4,717	3.67%	4,890	
	FIRE	797	830	-3.98%	797	
Self-Initiated (In-Field)						
	EMS	79	104	-24.04%	79	
	Fire	23	30	-23.33%	23	
	Law	14,088	14,997	-6.06%	14,088	
Totals						
	Total EMS	4,969	4,123	20.52%	4,969	
	Total Fire	820	860	-4.65%	820	
	Total Law	26,304	28,134	-6.50%	26,304	
	Total	32,093	33,117	-3.09%	32,093	

Incidents by Discipline



Legend:

"WCCCA Generated" = Calls made into the 9-1-1 center and dispatched to police, fire & EMS providers.

"Priority 1 - 7" = All police related calls are categorized by a priority level. 1 being the most life threatening to 7 being the least emergent.

"Self-Initiated" = Incidents that are not dispatched by the 9-1-1 center, but rather a police officer, fire and or EMS unit creates the call by reporting these to the 9-1-1 center that they are responding to.

"Fire" = Calls for service that are fire related.

"EMS" = Calls for service that are medical in nature.

* - Number of calendar weeks (Sunday to Saturday) per month of analysis



Key Performance Indicators (KPI)

Jan 2026

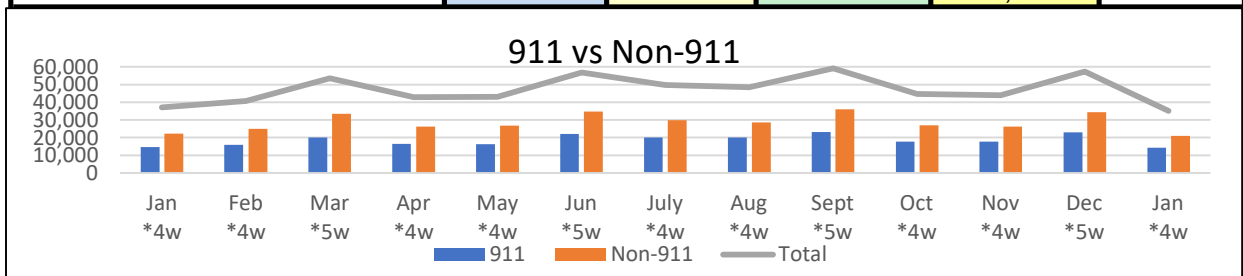
Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	1/23-Fri	Bus. Hour	10:00	All Calls	224
Call-taking times for EMS-related Code 1 incidents have increased from the previous month.					
	Jan 2026	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	12,162	12,337	-1.42%	12,162	
Cellular - % of all 911 calls	84.93%	84.09%	0.84%	84.93%	
911 Wireline (WL)	233	323	-27.86%	233	
911 VOIP	1,374	1,362	0.88%	1,374	
TLMA / Other	38	31	22.58%	382	
No Class of Service (NC)	513	616	-16.72%	513	
911 Wireline (WL) - Total All	2,158	2,335	-7.58%	2,502	
WL, VOIP, TLMA, NC - % of all 911	15.07%	15.91%	-0.84%	17.47%	
911 TEXT	65	83	-21.69%	65	
(AE) 911 TEXT	48	42	14.29%	48	
Abandoned 911 Calls	3,454	911 Average Talk Time (mm:ss)		03:13	
Average Abandon Percent	23.78%	911 Total Talk Time hh:mm:ss		582:54:33	
Abandoned Time Sec - Median 50%	8				

Non- Emergency Telephone Activity

Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
16,723	1,193	531	696	7	85 / 0	1,286	4,161
Total Telephone Activities		Jan 2026	Prior Yr.	% Change	YTD		
911 Emergency		14,320	14,672	-2.40%	14,320		
Non - Emergency		20,884	22,360	-6.60%	20,884		
Total Phone Traffic		35,204	37,032	-4.94%	35,204		



Legend:

"911 Cell" = 9-1-1 calls that are made via a cellular telephone.

"911 Wireline" = 9-1-1 calls made by traditional telephone (not cell phones)

"VOIP" = Voice Over Internet Protocol (9-1-1 calls made via the internet).

"TLMA" = Telematic Services (OnStar, Ford, GM, etc.)

"911 Text" = Calls received by the 9-1-1 center via cell phone texting. Not included in 911 emergency totals.

"(AE) 911 Text" = Text to 9-1-1 that are actual emergencies. Not included in 911 emergency totals.

"Abandoned 911 Calls" = Calls to 9-1-1 where the calling party disconnects prior to a dispatcher answering the telephone.

* Number of calendar weeks (Sunday to Saturday) per month of analysis



Key Performance Indicators (KPI)

Jan 2026

Roll-up

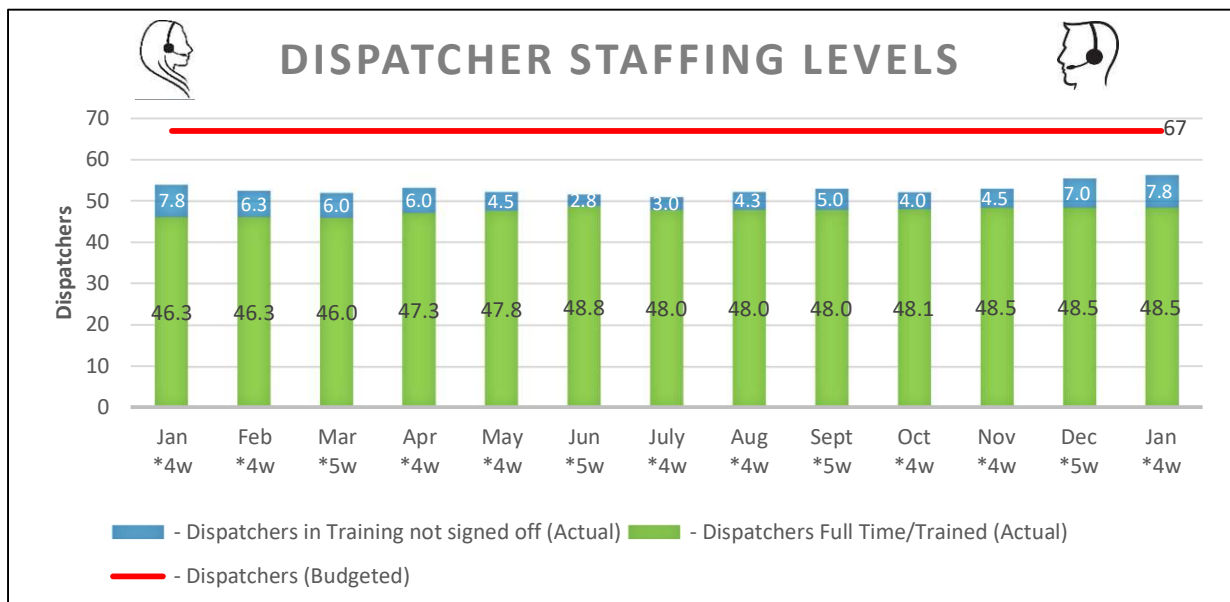
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	Jan 2026		Prior Year	
	Count	Percent	Count	Percent
Presented	11,634		11,819	
Accepted	8,640	74.27%	8,776	74.25%
Acpt - VOX	6,220	71.99%	6,389	72.81%
Acpt-DTMF	2,420	28.01%	2,386	27.19%
Rejected	287	2.47%	178	1.51%
Hang up	2,707	23.27%	2,865	24.24%
Time in Filter (Median Seconds)	10		10	

Staffing Levels

PERSONNEL		
CLASSIFICATION	FTE Budg*	FTE Act(avg)
Administration (HR,Staff)	8.6	9.1
Operations (Sups/Training)	11.0	10.0
Dispatchers/CT Trained	67.0	48.5
Dispatchers/CT in-training		7.8
Technical Services	18.5	17.0
Total	105.10	92.4

* Note Budgeted FTEs are organized by functional area based on approved positions, including recent reassignments.





Key Performance Indicators (KPI)

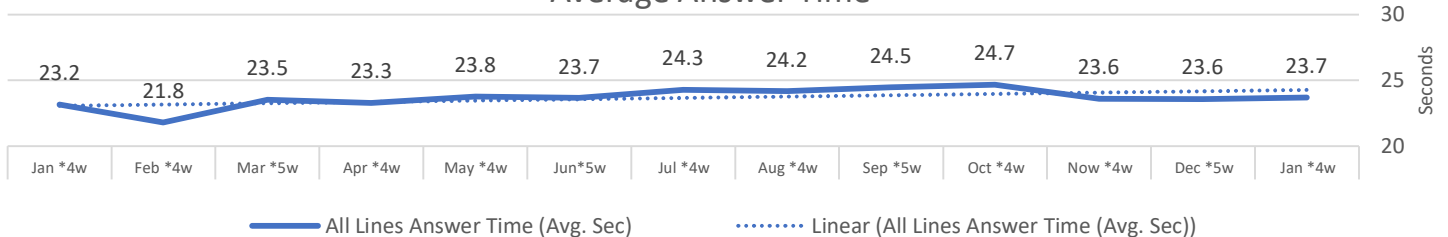
Jan 2026



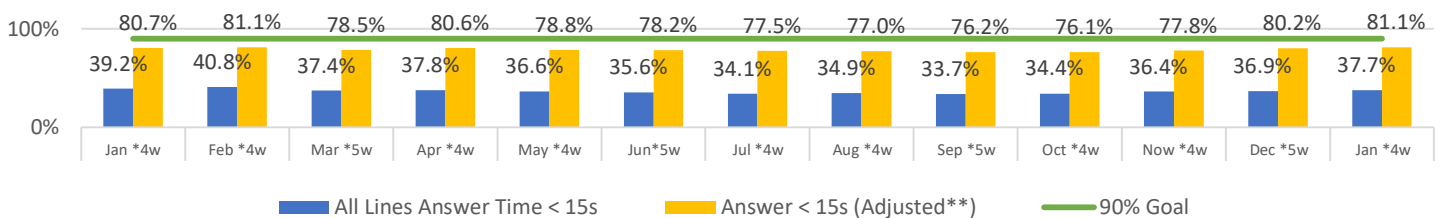
Timed Performance Timed Performance (911 Calls)

Average Answer Times	Jan 2026	Prior Year	YTD (avg)
All Lines (avg sec)**	23.7	23.2	23.7
- Wire Line (avg sec)	11.6	11.6	11.6
- Wireless (avg sec)**	26.3	26.0	26.3
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	37.7%	39.2%	37.7%
Wire Line (% at 15s or less)	80.8%	81.4%	80.8%
Wireless (% at 15s or less)**	28.4%	29.0%	28.4%
All Lines (adjusted)***	81.1%	80.7%	81.1%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	60.8%	62.9%	60.8%
Wire Line (% at 20s or less)	85.9%	85.8%	85.9%
Wireless (% at 20s or less)**	55.4%	57.4%	55.4%
All Lines (adjusted)***	86.7%	85.0%	86.7%

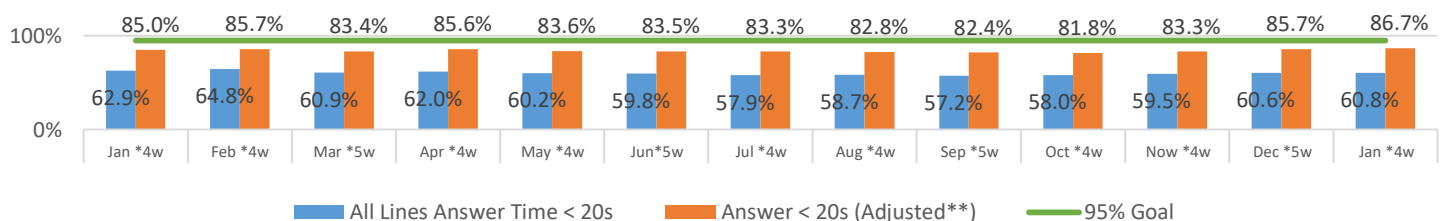
Average Answer Time



Answer Time 15 sec or Less



Answer Time 20 sec or Less



**911 call duration includes wireless call filter "Pocket Dial". Answer Time segment measured from emergency lines received at phone server to answer by call taker.

*** Wireless call filter "Pocket Dial" time removed - actual staff time from available in phone queue to answered.

NENA - National Emergency Number Association, The 911 Association - <https://www.nena.org/> - NENA-STA-020.1-2020 NENA Standard for 9-1-1 Call Processing



Key Performance Indicators (KPI)

Jan 2026

Roll-up

Timed Performance

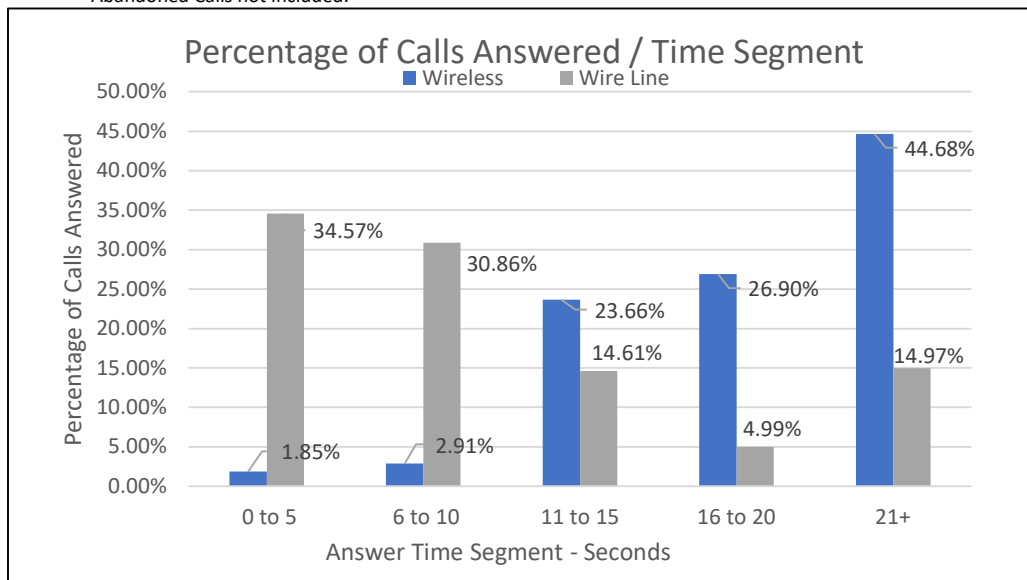


	Wire Line 911 Answer Times^ - Land Line				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	679	606	287	98	294
	34.57%	30.86%	14.61%	4.99%	14.97%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:05	00:08	00:13	00:26	
Longest Wait Time Duration (mm:ss)	01:48		Date / Time	1/20-Tue	14:47:21

^ - Abandoned Calls not included.

	Wireless 911 Answer Times^ - Cellular				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	165	259	2,106	2,395	3,977
	1.85%	2.91%	23.66%	26.90%	44.68%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:15	00:19	00:28	00:49	
Longest Wait Time Duration (mm:ss)	02:06		Date / Time	1/23-Fri	13:30:01

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

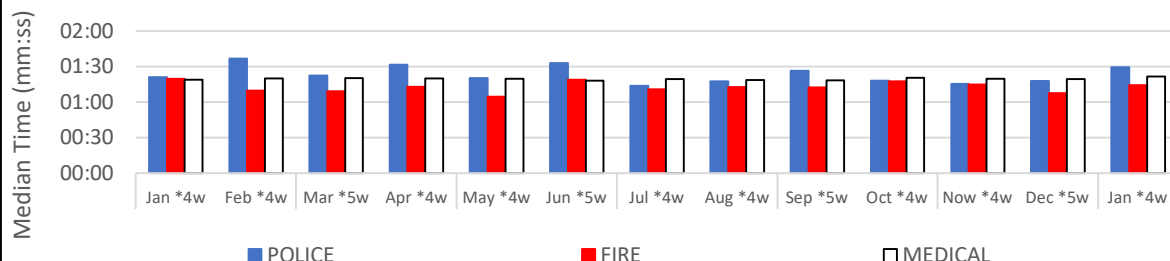
Jan 2026

Roll-up

High Priority Incidents -Timed Performance

Police - Incidents ***				Jan 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:59	01:01	-3.67%	00:49
	Incident Creation to Dispatch			00:24	00:20	20.00%	00:26
	Call Answer to Dispatch			01:29	01:21	9.88%	01:30
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	35	0.62%	01:06	01:29	01:56	05:16	1:45
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
P1	1	6	13	7	3	0	5
Fire Incidents ***				Jan 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:58	00:57	2.20%	01:00
	Incident Creation to Dispatch			00:21	00:19	10.53%	00:20
	Call Answer to Dispatch			01:16	01:20	-4.70%	01:15
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	63	25.40%	00:50	01:16	01:52	02:40	1:30
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
P1	2	19	16	12	12	2	0
Medical Incidents ***				Jan 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:08	01:06	2.26%	01:08
	Incident Creation to Dispatch			00:12	00:11	9.09%	00:11
	Call Answer to Dispatch			01:21	01:19	2.53%	01:22
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	2667	61.32%	01:02	01:21	01:50	02:35	1:30
Call Answer to Dispatch - Count of Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	26	592	975	509	405	110	50

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

Jan 2026

Roll-up

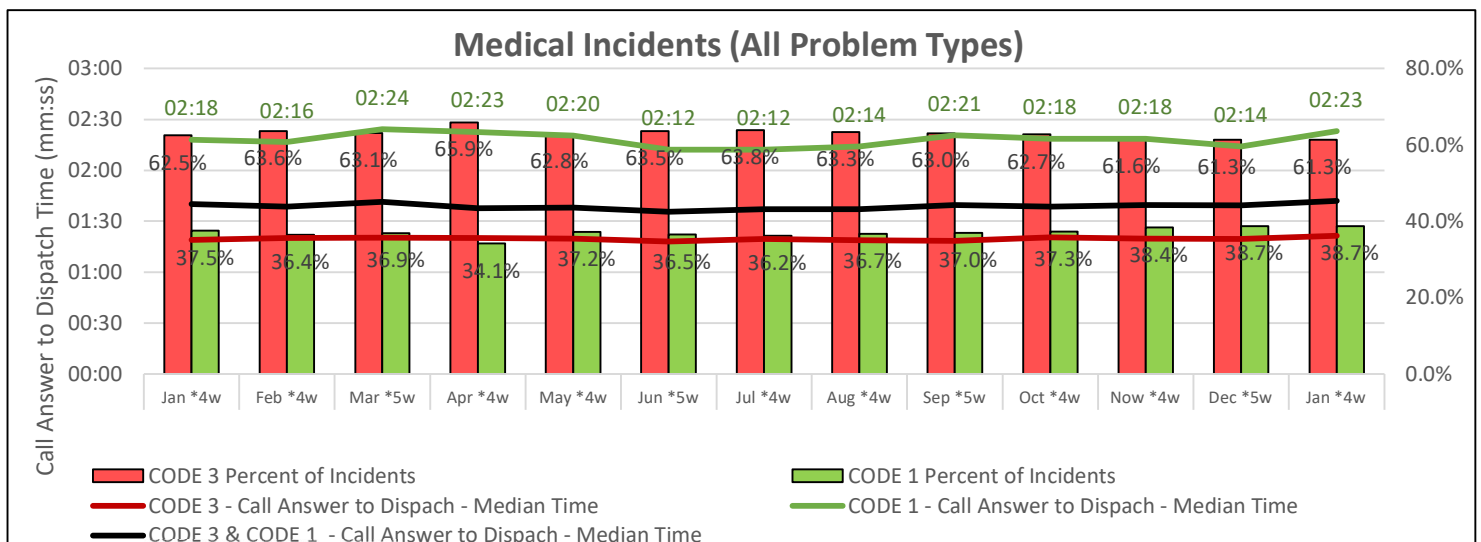
Top Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2025												2026
		1	2	3	4	5	6	7	8	9	10	11	12	1
SK - SICK PERSON	667.0	723	653	665	645	666	671	707	728	670	700	569	592	682
CH - CHEST PAIN/HEART	488.0	496	415	508	500	487	454	511	486	472	479	466	555	515
FA1 - FALLS C1	428.2	442	361	395	370	460	476	417	439	416	429	438	445	479
BR - BREATHING PROBLEM	365.5	390	401	379	380	390	341	335	289	325	340	331	417	433
FA1B - FALL BLS	327.3	198	282	342	329	343	341	349	335	344	354	319	341	378
SK1B - SICK/UNKOWN BLS	297.9	441	384	259	261	298	251	299	267	303	282	247	259	322
FA - FALL	293.9	285	283	257	285	306	270	318	356	290	335	270	291	275
SK1 - SICK PERSON C1	289.4	281	252	270	244	271	268	325	302	271	310	342	337	289
TAI - TRAFFIC ACCIDENT INJURY	250.9	237	242	223	208	249	255	262	256	285	285	234	276	250
TAU - TRAFFIC ACCIDENT UNK INJ	220.0										220			
UN - UNCONSCIOUS/FAINTING	210.0	210	202	180	201		229	228	215	206		210	219	
CVA - STROKE	202.3					199	192							216

Timed Performance

Medical Incidents (All Problem Types)***				Jan 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:08	01:06	2.26%	01:08
	Incident Creation to Dispatch			00:12	00:11	9.09%	00:11
	Call Answer to Dispatch			01:21	01:19	2.53%	01:22
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	2667	61.3%	01:02	01:21	01:50	02:35	
CODE 1	1682	38.7%	01:50	02:22	03:05	03:53	
ALL	4349	100%	01:12	01:42	02:29	03:18	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	26	592	975	509	405	110	50
CODE 1	7	23	168	372	665	296	151
ALL	33	615	1143	881	1070	406	201

Medical Incidents (All Problem Types)





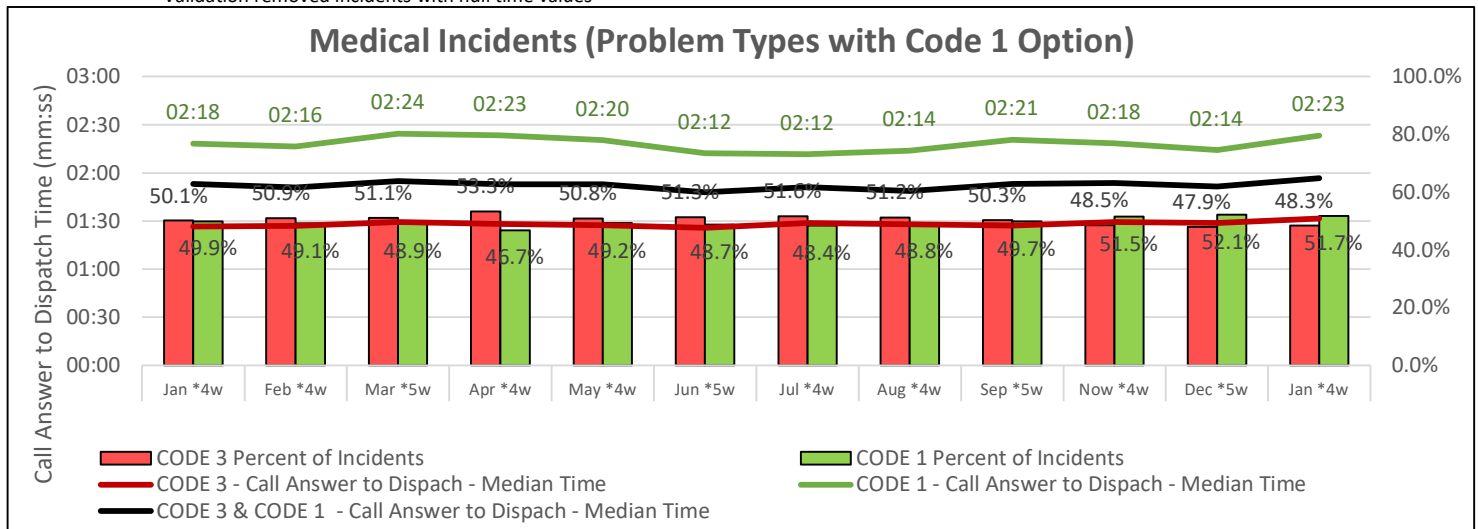
Key Performance Indicators (KPI)

Jan 2026

Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				Jan 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:18	01:15	4.70%	01:18
	Incident Creation to Dispatch			00:12	00:11	9.09%	00:12
	Call Answer to Dispatch			01:31	01:26	5.20%	01:32
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	1575	48.4%	01:09	01:31	02:05	02:47	
CODE 1	1682	51.6%	01:50	02:22	03:05	03:53	
ALL	3257	100%	01:24	01:57	02:41	03:32	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	8	241	536	352	313	84	41
CODE 1	7	23	168	372	665	296	151
ALL	15	264	704	724	978	380	192

*** Validation removed incidents with null time values



*** Calls for Service Generated by WCCCA. Validation removed incidents with null time values. Call Answer to Dispatch Time segment measured from emergency lines answered by call taker to initial notification of emergency response units

POLICE - P1 - ASSAULT WEAPON, COVER OFFICER CODE 3, ASSIST FIRE CPR, DISTURBANCE WEAPON, DOMESTIC WEAPON, KIDNAP, MASS CASUALTY WEAPONS, ROBBERY ARMED, SHOOTING, TRAIN ACC.

FIRE - P1 - BARN FIRE, BOAT FIRE, BRUSH/GRASS/TREE FIRE, CAR FIRE, COMMERCIAL FIRE, CHIMNEY FIRE, EXPLOSION/HAZMAT, RESIDENTIAL FIRE, TRUCK FIRE

EMS - Code 3 (P1 & P2) - ABDOMINAL PAIN, AIR INCIDENT, ALLERGIC REACTION, TRANSPORT CODE 3, ANIMAL BITES, ASSAULT WEAPONS, ASSAULT PHYSICAL, BACK PAIN, BEHAVIORAL HEALTH, BLEEDING PROB., BREATHING PROB., BURNS, CHEST PAIN, CHOKING, CARDIAC ARREST, STROKE, DIABETIC PROB., DROWNING, FALL, HEAT/COLDS EXPOSURE, HEADACHE, HIT AND RUN INJ, HIT AND RUN UNK INJ, INDUSTRIAL ACCIDENT, MASS CASUALTY INCIDENT, MASS CASUALTY WEAPONS, MARINE RESCUE, OVERDOSE/POISON, PREG/CHILDBIRTH/MISCAR, SEND MEDICAL CODE 3, SHOOTING, SICK PERSON, SUICIDE ATTEMPT, SEIZURES, TECHNICAL RESCUE, TRAFFIC ACC. INJURY/UNK, TRAIN INCIDENT, TOXIC EXPOSURE, TRAUMA, UNCONSCIOUS

EMS - Code 1 - ABDOMINAL PAIN C1 & BLS, ALLERGIC REACTION C1 & BLS, MEDICAL ALARM-1, MEDICAL TRANSPORT CODE, ANIMAL BITES/ATTACKS-1/ & BLS, ASSAULT PHYSICAL C1 & BLS, BACK PAIN C1 & BLS, BEHAVIORAL HEALTH C1, BLEEDING PROBLEM C1 & BLS, BREATHING PROBLEM C1 & BLS, BURNS C1 & BLS, CHOKING C1 & BLS, DIABETIC C1 & BLS, FALLS C1 & BLS, HEAT/COLD EXPOSURE C1 & BLS, HEADACHE C1 & BLS, HOME VISIT, FIRE, LIFT ASSIST, OVERDOSE C1, PREGNANCY C1 & BLS, SEND MEDICAL CODE 1, SICK PERSON C1 & BLS, TOXIC EXPOSURE C1 & BLS, TRAUMA C1 & BLS

EMS - Code 3 with Code 1 Option - ABDOMINAL PAIN C1 & BLS, ALLERGIC REACTION / ALLERGIC REACTION C1 & BLS, MEDICAL TRANSPORT CODE3 / MEDICAL TRANSPORT CODE1 & BLS, ANIMAL BITES/ATTACKS / ANIMAL BITES/ATTACKS-1 & BLS, ASSAULT PHYSICAL / ASSAULT PHYSICAL C1 & BLS, BACK PAIN / BACK PAIN C1 & BLS, BEHAVIORAL HEALTH / BEHAVIORAL HEALTH C1 & BLS, BLEEDING PROBLEM / BLEEDING PROBLEM C1 & BLS, BREATHING PROBLEM / BREATHING PROBLEM C1, BURNS / BURNS C1 & BLS, CHOKING / CHOKING C1 & BLS, DIABETIC PROBLEMS / DIABETIC C1, DROWNING / DROWNING C1, FALL / FALLS C1 & BLS, HEAT/COLDS EXPOSURE / HEAT/COLD EXPOSURE C1 & BLS, HEADACHE / HEADACHE C1 & BLS, OVERDOSE / OVERDOSE C1, PREG/CHILDBIRTH/MISCAR / PREGNANCY C1 & BLS, SEND MEDICAL CODE 1 / SEND MEDICAL CODE 3, SICK PERSON / SICK PERSON C1 & BLS, SEIZURES / SEIZURES BLS, TOXIC EXPOSURE / TOXIC EXPOSURE C1 & BLS, TRAUMA / TRAUMA C1 & BLS



Key Performance Indicators (KPI)

Jan 2026

Roll-up

Timed Performance *** Validation removed incidents with null time values

Medical - CHOKING ***				Jan 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:11	00:51	39.22%	01:09
	Incident Creation to Dispatch			00:09	00:08	12.50%	00:09
	Call Answer to Dispatch			01:19	01:16	3.95%	01:18
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	14	NA	01:08	01:19	01:32	02:27	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	2	1	6	3	2	0	0

Medical - CPR ***				Jan 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:55	00:59	-7.56%	00:53
	Incident Creation to Dispatch			00:11	00:11	4.76%	00:11
	Call Answer to Dispatch			01:08	01:07	0.74%	01:10
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	121	NA	00:57	01:08	01:34	02:04	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	0	37	48	22	9	3	2

Medical - PREGNANCY / CHILDBIRTH ***				Jan 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:16	01:38	-22.45%	01:10
	Incident Creation to Dispatch			00:12	00:12	0.00%	00:12
	Call Answer to Dispatch			01:28	01:53	-22.12%	01:22
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	18	NA	01:16	01:28	02:02	02:09	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	0	3	6	3	5	1	0

