

TECHNICAL ADVISORY COMMITTEE MEETING

Wednesday • August 12th, 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, May 13, 2026*X

Additions and/or Deletions of Agenda Items

Committee Reports

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

Old Business

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

New Business

Staff Report

Good of the Order

**Denice Amber Lee Training at WCCCA
September 7, September 9, and September 11, 2026**

*** Requires Action**

Adjournment | Next Meeting: Wednesday, September 9th, 2026, 10:00 am

Upcoming Meetings | Events at WCCCA:

CEO Board Meeting: August 20, 2026

**Washington County
Consolidated Communications Agency**

Minutes

Washington County Consolidated Communications Agency
TECHNICAL ADVISORY COMMITTEE
Meeting Minutes
Wednesday, May 13, 2026

Present	Capt. Ed Mastripolito, Beaverton PD Lt. Neil Stellingwerf, Beaverton PD Div. Chief Patrick Wineman, Forest Grove Fire CMD Brian Wilber, Hillsboro PD CMD. John Crecelius, WCSO Eric Kennedy, Tech Services Director, TVF&R	Staff Present	Mark Buchholz, Exec. Director Jennifer Reese, Assist. Director Jennifer Kilcoin, HR Manager Justin Haines, IT Supervisor Curtis Floyd, Radio Services Sup. Amanda Kasmeyer, Accounting Tech
Guest	Becky Naugle, PSSTG, City of Beaverton Brian Phillips, PSSTG, TVF&R Adrienne Donner, EMS Washington County Nick Jones, WCSO		
Call to Order	The meeting was called to order at 11:00 am by Vice Chair Wilber.		
Approval of Minutes	Crecelius motioned for approval of the March 11, 2026 meeting minutes. The motion was seconded by Mastripolito and approved unanimously.		
	Mastripolito – aye Wilber – aye	Stellingwerf - aye Crecelius – aye	Wineman - aye Kennedy - aye
Additions/Deletions	None		
Committee Reports	Police Users Group (Jones) • Discussion on weapon protocols took place. • Conversations on how agencies are handling Animal Control call after hours. • Follow-up from April, discussion around formatting On Duty TNT pages was discussed. Fire Users Group (Wineman) No Updates PSSTG (Naugle) • Focusing on Mobile X		
Old Business	<u>System Status</u> Activity and Projects: Radio (Floyd) • Motorola Project - o Patching completed for April.		

- o Full System Upgrade June 15-26, 2026.
- Preventative Maintenance – 40 sites are completed.
- Station Alerting – Working with TVF&R on station models and temp set ups.
- Reminder – USDD Approved Vendors and WCCCA employees are the only ones allowed to work on ATX or peripherals.
 - o Non-Approved Vendors can cause damage that is not cover under warranty.
- Switch upgrades have started at the radio sites.
- Member Agencies:
 - o CCSO has started to cycle radios into WCCCA for PMs.
 - o WCSO planning phase for large scope project in July 2026.
- DVRS
 - o LOPD has one test vehicle set up.
 - o HBPD completed.
 - Working with Motorola on some recommended changes.
- WAVE – We are NOT moving over to the tool in May.
 - o Programming Information and applications to be sent out.
 - o Pending FUG and FDB to approve.
- BDAs/DAS:
 - o Pending inspection at Beaverton High School.
- WCCCA/Equature upgrades are July 14th, 2026.
- Hubbard PD will be joining the system June 1st. Using Newberg as their primary talkgroup.

Facilities (Floyd)

- WCCCA shed – fully insulated now.
- New Facilities Tech has begun initial training. Welcome Benny!
- Griffith Roofing has completed four of the C800 Thermobond shelter roofs.
- Radio Site Maintenance was completed for April, with exception of TDH and Whale Head, due to access.
- Sandy's ATS was repaired.
- New 2026 Ford Explorer is currently being upfitted for WCCCA's use.

IT (Haines)

- Work Order ticketing system: (Radio and IT)
 - o Admin training as been completed.
 - o Internal and Customer training to start in a couple weeks.
 - o Documentation being prepared.
- CAD Updates:
 - o Mobile testing going well.
 - Working through bugs with Central Square.
 - o Hillsboro PD has rolled out quite a few testers.

New Business

A. EMS User Group Creation (Reese)

- WCCCA started Dispatching for AMR when the ASA switched from Metro West to AMR. (August 2023)
- WCCCA has found there is not a good way to discuss specific questions relating to EMS.
- EMS QI and EMS Alliance meetings will still be held.
- This will be a sub-committee of TAC. (FUG, PUG, PSSTG)

Crecelius motioned for the creation and approval of “EMS User Group”. The motion was seconded by Mastripolito and approved unanimously.

Mastripolito – aye
Wilber – aye

Stellingwerf - aye
Crecelius – aye

Wineman - aye
Kennedy - aye

B. EMS User Group Meetings (Reese)

- With the creation of the EMS User Group, there needs to be regular meetings
- Similar to how Fire User Group (FUG) is housed within Fire Defense Board, we are looking to EMS Alliance to house the EMS User Group meeting.
- Since the same people attend both meetings, this is the most logical place to hold the User Group meeting
- The EMS Alliance has agreed to hold this meeting in conjunction with their monthly meeting
- A representative of the EMS User Group will need to attend the EMS Alliance Meeting and report back to TAC. Currently, either Chief Wineman or Jennifer Reese will fill that role, until further defined.

Crecelius motioned for the EMS User Group meetings to be held in conjunction with the EMS Alliance meeting. The motion was seconded by Mastripolito and approved unanimously.

Mastripolito – aye
Wilber – aye

Stellingwerf - aye
Crecelius – aye

Wineman – aye
Kennedy - aye

C. SOG's (Kilcoin)

1. 1-Alarms ETS Bait Activations
2. 24-Paging and Call Outs
3. 35-Emergency Medical Dispatch System
4. 51-ODOT Notification
5. 52-Mass Casualty with Weapon

Crecelius motioned for approval of the Standard Operating Guidelines, as written, with the additional edits noted. The motion was seconded by Wilber and approved unanimously.

Mastripolito – aye

Stellingwerf - aye

Wineman - aye

Wilber – aye

Crecelius – aye

Kennedy - aye

D. Fire/EMS Response plans for MCI (Wineman)

Wineman has received unanimous support from OPS Chiefs and Fire Chiefs in the County, to update the MCI plan. These plans have all been forward to Haines/WCCCA. There is interest from the group, about aligning and creating a standardized response plan. By aligning the MCI with weapons response plan to match the currently revised MCI plan so that they would essentially all be recommending the type and number of resources.

Wineman asked if there is a necessity to notify Police groups and their respective agencies with the increase in MCI notifiers? Thurber replied that it has been removed from the last update of CAD/WCCCA, so there is no need to notify Police Users.

Haines suggested that the conversation still be held, due to the aligning of MCI and MCW on fire.

Wineman confirmed the idea of replicating the alarms to match. What is done for first alarm, MCI will do for the first alarm MCI weapons. This should provide the same units essentially for both. This has been approved by the Fire Defense Board.

E. Genasys Drill – After Action Report (Wineman)

Wineman had an opportunity to have a Genasys Drill at WCCCA. This was a well-received exercise with lots of questions, no one thought of previously. Washington County Emergency Management published a formal after-action report for all to review. It outlines some successes and some more questions. WCEM will be drafting a cue card, for all to use. The “cue card” will have specifics for field units to be able to communicate clearly to WCCCA Supervisors.

There is a new map layer, in CAD, being put together with labels, to allow Officers and Deputies to pick a particular zone for detail. Hard print maps will be available for those areas that MDT's won't work.

F. Drone as a First Responder (DFR) Update (Crecelius)

WCSO did a sixty-day test of “Drone as a First Responder”. This was literally a couple pilots in a room, launching drones remotely. The test went very well.

Some statistics: Drones were first on the scene, 16% of the time and were able to disregard Police response in about 6% of the cases. This was all done within a three-mile radius. The initial goal was to cover about 80% of Washington County, with technology always changing, we hope to be able to cover 100% over the next couple of years with some version of DFR.

Awareness: Crecelius wants all agencies to know that DFR will be a sub-group of the existing Remotely Operated Vehicle Team (ROVT). Pilots are from Beaverton, Hillsboro, and very recently Tigard PD.

There will be three distinct parts, while mutually supporting parts of ROVT:

- Tactical Drone Pilot
- ADFR Pilot
- Leaving open, the possibility of non-sworn officers to be drone operators.

Future needs of DFR may include the build out of some type of intel, real time intel capability. A real time information center, real time crime center, where someone in the command center can be taking information in and leveraging things like ALPR.

Next Steps:

- Continue with the plan of interagency aspect of ROVT and have agencies that are also interested in drone, as a first responder, gain access, rather than having eight different agencies doing their own real time crime center.
- Some site surveys have been completed. Based on the heat map, some TDF in WCSO buildings, as well as a couple of Washington County buildings that are marked as good locations.
- Additional site preps to be done between all jurisdictions.

Envisioned Phase Two:

- Crecilius would like to talk to Tualatin Valley Water, PGE.
- Possibly Tualatin Hills Park & Recreation District, to get involved.
- Hoping for the project to have structure from the large interest holders in fire and police emergency response.
- WCCCA suggested Tri-Met.
- All agree, the Chiefs need to be aware and involved. Looking for the opportunity to put this on the agenda.

Staffing

Staffing Report (Kilcoin)

- Most recent call taker has been signed off, so no call takers in training at this time.
- Some folks are in PD training.
- Ten conditional offers for July

Good of the Order

None

Next Meeting

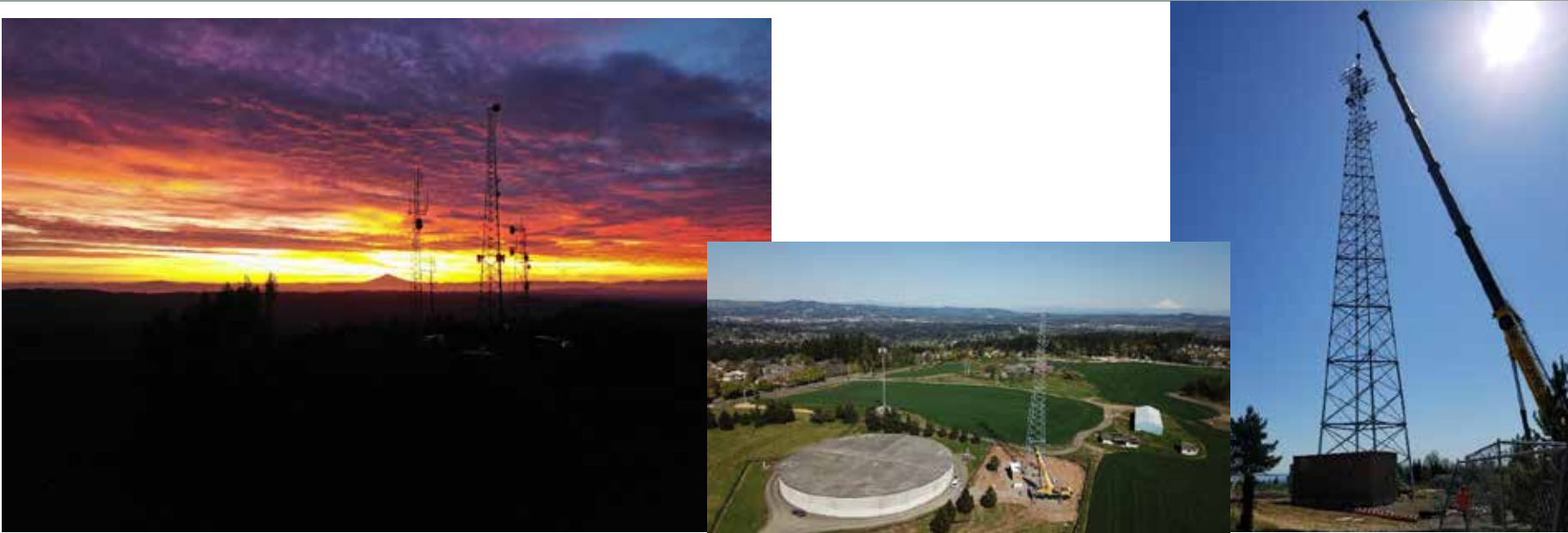
The next TAC meeting is scheduled for Wednesday, June 10, 2026 at 10:00 am.

Adjournment

Vice Chair Wilber adjourned the meeting at 11:53 am.

**Washington County
Consolidated Communications Agency**

Old Business



WCN SYSTEMS

Technical Services

Manager: Mark Buchholz

Radio: Curtis Floyd

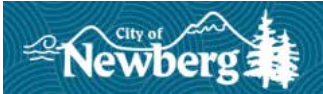
Facilities: Ted Leach

IT: Justin Haines

Activity for: JULY 2026



C800 Group



Radio Team

Activity and Projects:

- Motorola Projects: July Monthly patches complete
 - Disp Console Upgrades TBD, we are waiting for a bug fix for version 26.x, Motorola is aiming for August.
 - Removed equipment disposition. Per WCCCA policies we'll confirm if users want the servers, minus the drives. If no one wants, we'll recycle in Aug. A list of servers will be sent to TAC users and C800 board for review and discussion with their IT groups. Please provide an update by AUG TAC and C800 Board.
- Site Preventative Maintenance: Motorola completed XX sites to date.
- Station Alerting: Reminder: USDD Approved Vendors and WCCCA are only personnel allowed to work on ATX or peripherals.
 - Upgrading ATXs to correct a bug in software and align all stations to same software. Working with USDD on upgrades.
- Backhaul: WCCCA will begin backhaul switch firmware updates. No impact to users, we'll coordinate with third party system users for outages (PGE, ODOT, UofO, etc)
- Microwave: TIMB<>GOAT Frequency change, complete.
 - MW annual PMs ????
- Member Agency (WCN) Preventative Maintenance
 - CCSO is continuing to cycle radios into WCCCA for PM
 - WCSO planning phase for large scope project, July 2026 - UNDERWAY
 - Reprogramming effort for Clack Fire District settings
- DVS: LOPD (One test vehicle set up): No current updates
- WAVE (Mobile Devices Radio Use):
 - Scheduling cutover with individual agencies.
 - Working TAC approval for WC Templates, and C800 Board approval for CC Templates.
- BDA/DAS- Projects in progress as they arise.
 - As they arise
- OTHERS and REMINDERS:
 - JOT Form: on-line. <https://forms.office.com/g/uY1tn0sbbK> (QR Code can be provided)
 - WCCCA Equature upgrades ???
 - 811 accounts created for WCCCA and C800 for private lines. Documentation sent to USFS for 4 locations.
 - Working with Slatercom on tower lighting and FAA/ODVA assessments for multiple C800 sites and WCCCA Pinefarm filing.
 - Discussion on Clackamas Fire Ops Channels going FULL encryption.

Facilities Team

Activity and Projects:

- Pine Farm Facility
 - The potable water storage tank was cleaned and inspected in May. The next annual inspection will require some maintenance on the inside coating of the tank.
 - Entrance Controls/Christenson Electric has been contracted to replace all biometric readers during June. New readers will be card + PIN and will directly interface with our access control system, eliminating the need and expense for two separate systems.
- Site Maintenance Status
 - Griffith Roofing will be completing The Sandy and Crutcher Bench sites before June 30th.
 - Radio site maintenance for May was completed in both counties TDH will be visited in June as the road is now open.
- Site Power Status
 - A few bad cells will be replaced in battery stacks at several C800 site locations during early June. There should be no impact to users.
- Site Security Status
 - USFS road gates were found left open on the road to Oak Grove Butte. USFS was notified.
 - The landowner reported another occurrence of the Crutcher Bench gate being left unlocked in our easement during May. BLM and others were notified to request their contractors double check locks when entering and leaving.
- Vehicles
 - The 2026 Explorer is being outfitted with a radio. Final upfitting should be completed in June.
- Special Projects
 - No new updates.

Information Technology Team

Activity and Projects:

- **CAD Maintenance**
 - July CAD Maintenance was successful with all systems receiving latest security patches.
- **CAD Services**
 - Ongoing work with CST for upgrades discussion.
 - CST new CAD authentication system (CIM) has been installed in TEST CAD.
 - CIM integration has created some login issues for mobile users in the county. A fix has been deployed for Hillsboro and will be rolled out to other agencies shortly.
 - CIM also caused some MDC forms to not load, MAJCS tech team is working with CST to resolve these issues.
 - CST and Motorola working on APIs for interfaces
 - Aurelian Non Emergency AI Call taking system went live in July.
- **IT Services**
 - WCCCA is moving to the final steps of migrating to our new work order tool.
 - We will be contacting user agencies to confirm user account for requestors and SPOCs for our IT and Radio Teams
 - PC Refresh is completed

**Washington County
Consolidated Communications Agency**

KPI's



Key Performance Indicators (KPI)

FY26 Q4

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 (47,348) (includes call filter processing time)

Diff from Prv Yr
Qtr



38.8% (18,388) of the calls answered in 15s - standard is 90% in 15s.

↑ 2.2%

62.5% (29,603) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.9%

911 Phone Lines by Type

Wireline - Total (7,963)

(8 dedicated trunk lines)



80.8% (6,436) of the calls answered in 15s - standard is 90% in 15s.

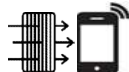
↑ 0.96%

86% (6,847) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.5%

Wireless - Total (36,492)

(10 trunk lines includes automated call filter process time)



29.7% (10,830) of the calls answered in 15s - standard is 90% in 15s.

↑ 2.2%

57.4% (20,950) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.8%

Wireless - Staff Time (36,492)

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



80.3% (29,298) of the calls answered in 15s - standard is 90% in 15s.

↑ 1.2%

85.3% (31,118) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.1%

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.)



71.1% of 178 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 3.0%



69.1% of 231 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↑ 1.8%



59.8% of 9,932 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -2.7%



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

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



77.2% of 178 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↑ 17.7%



69.7% of 231 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↓ -0.6%



47.3% of 9,932 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↓ -2.0%



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

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



62.8% of 178 Police Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↓ -8.5%



70% of 231 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↑ 2.5%



94.9% of 9,932 EMS Code 3 calls dispatched in 25s - goal is 90% in 25s.

↑ 0.4%

911 Call Volume Comparison⁵

YEAR	WK 14	WK 15	WK 16	WK 17	WK 18	WK 19	WK 20	WK 21	WK 22	WK 23	WK 24	WK 25	WK 26
2026	3,890	4,155	3,836	3,784	4,013	4,227	3,776	4,308	4,172	4,365	4,263	4,697	4,509
2025	4,143	4,005	4,239	4,187	4,127	4,113	3,932	4,193	4,198	4,326	4,921	4,418	4,246
2024	4,045	3,888	4,175	4,165	3,962	4,344	4,425	3,929	4,283	4,460	4,303	4,622	4,522

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

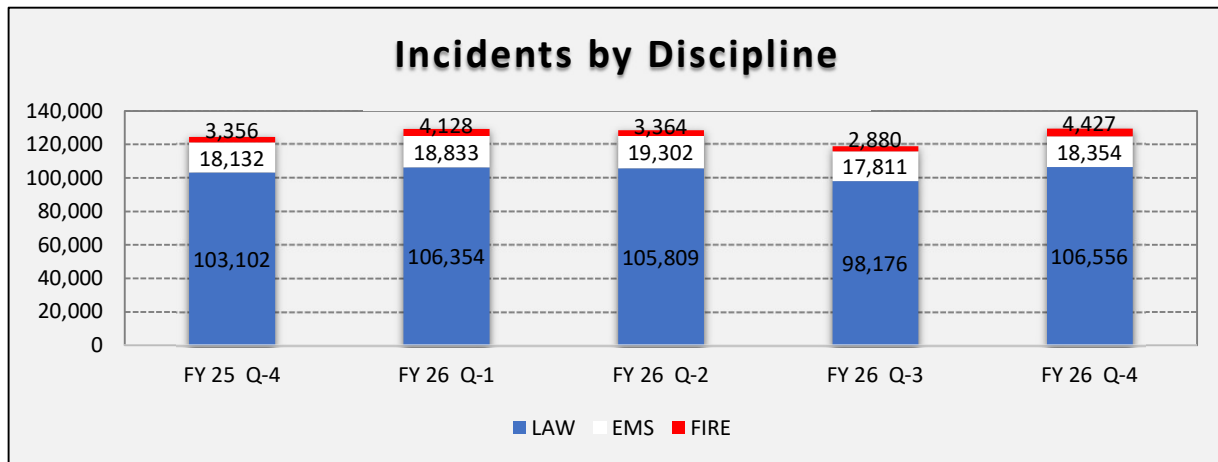


Key Performance Indicators (KPI)

FY26 Q4

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Pr Yr QTR	% Change	FY25 TD	
	Priority 1	607	596	1.85%	2,390	
	Priority 2	10,983	10,464	4.96%	42,028	
	Priority 3	15,373	15,153	1.45%	60,586	
	Priority 4	12,755	12,901	-1.13%	51,043	
	Priority 5	12,805	12,375	3.47%	48,486	
	Priority 6	1	2	-50.00%	2	
	Priority 7	124	105	18.10%	519	
	EMS	17,964	17,681	1.60%	71,254	
FIRE		4,282	3,248	31.83%	14,268	
Self-Initiated (In-Field)						
	EMS	390	451	-13.53%	1,712	
	Fire	145	108	34.26%	451	
	Law	53,908	51,506	4.66%	207,485	
Totals						
	Total EMS	18,354	18,132	1.22%	72,966	
	Total Fire	4,427	3,356	31.91%	14,719	
	Total Law	106,556	103,102	3.35%	412,539	
	Total	129,337	124,590	3.81%	500,224	



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)

FY26 Q4

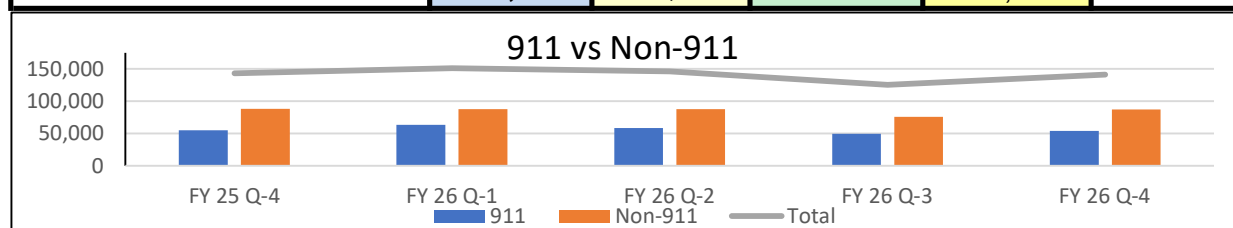
Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	5/18-Mon	Bus. Hour	16:00	All Calls	198
Notable items: Overall call answer times were lower than the previous quarter, although a slight increase was observed during the quarter.					
	FY26 Q4	Pr Yr QTR	% Change	FY25 TD	
911 Wireless (Cellular)	45,306	46,852	-3.30%	181,575	
Cellular - % of all 911 calls	83.91%	85.11%	-1.20%	84.04%	
911 Wireline (WL)	1,036	1,092	-5.13%	4,417	
911 VOIP	5,350	5,028	6.40%	20,913	
TLMA / Other	125	93	34.41%	498	
No Class of Service (NC)	2,178	1,983	9.83%	8,631	
911 Wireline (WL) - Total All	8,689	8,196	6.02%	34,459	
WL, VOIP, TLMA, NC - % of all 911	16.09%	14.89%	1.20%	15.95%	
911 TEXT	312	268	16.42%	1,197	
(AE) 911 TEXT	182	153	18.95%	657	
Abandoned 911 Calls	6,647	911 Average Talk Time (mm:ss)		03:12	
Average Abandon Percent	17.73%	911 Total Talk Time hh:mm:ss		2363:44:37	
Abandoned Time Sec - Median 50%	9				

Non- Emergency Telephone Activity

Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
69,804	4,776	2,211	3,198	1	291 / 0	5,148	17,047

Total Telephone Activities	FY26 Q4	Pr Yr QTR	% Change	FY25 TD
911 Emergency	53,995	55,048	-1.91%	216,049
Non - Emergency	86,851	87,839	-1.12%	336,911
Total Phone Traffic	140,846	142,887	-1.43%	552,954



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) FY26 Q4

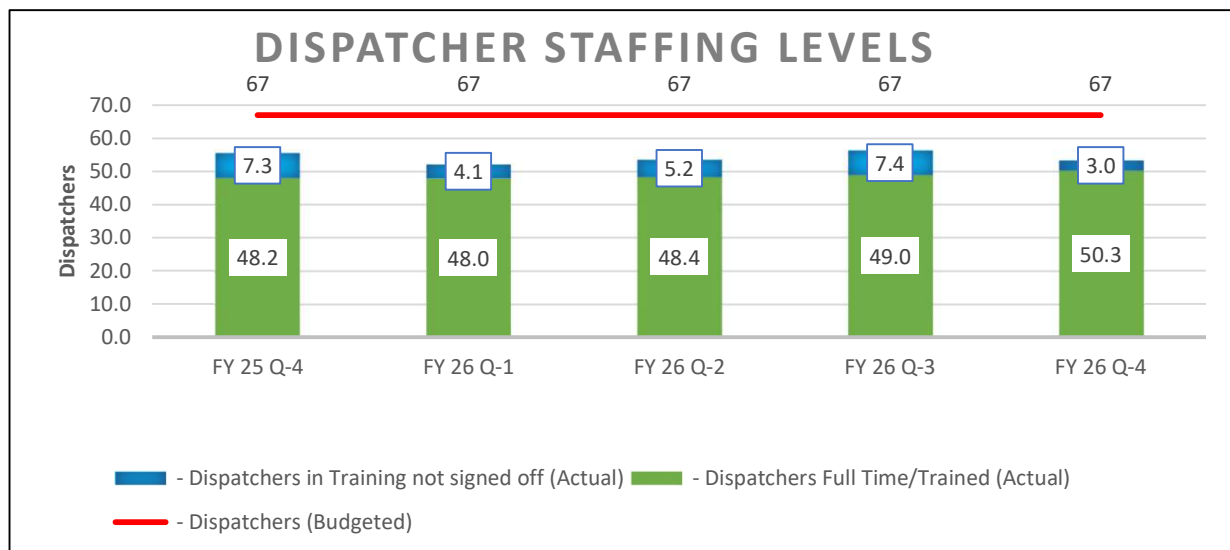
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	FY26 Q4		Prior QTR	
	Count	Percent	Count	Percent
Presented	43,029		44,770	
Accepted	35,685	82.93%	34,503	77.07%
Acpt - VOX	26,139	73.25%	25,360	73.51%
Acpt-DTMF	9,546	26.75%	9141	26.49%
Rejected	450	1.05%	523	1.17%
Hang up	6,894	16.02%	9,744	21.76%
Duration - Sec (50%)	10		10	

Staffing Levels

PERSONNEL		
CLASSIFICATION	FTE Budg*	FTE Act(avg)
Administration (HR, Staff)	9.1	8.6
Operations (Sups/Training)	11.0	9.0
Dispatchers/CT Trained	67	50.3
Dispatchers/CT in-training		3.0
Technical Services	19.5	18.3
Total	106.6	89.2

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





Key Performance Indicators (KPI)

FY26 Q4

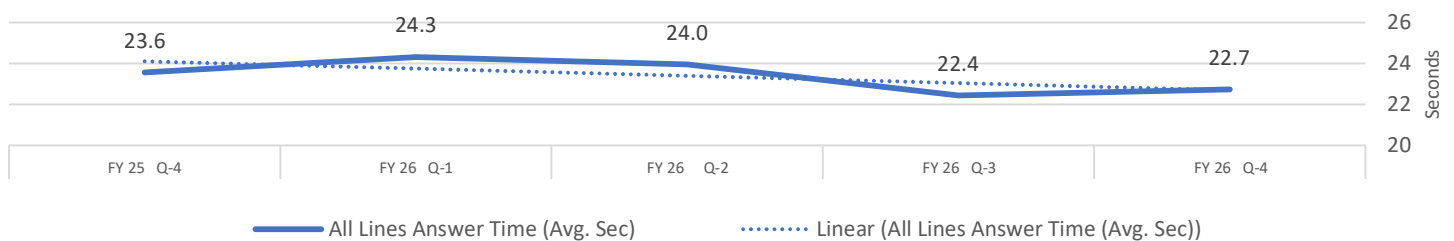
Timed Performance

Timed Performance (911 Calls)

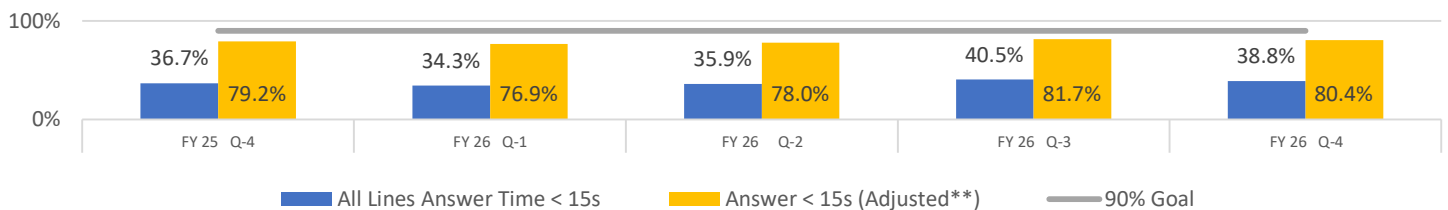
Average Answer Times	FY26 Q4	Prior Year	YTD (avg)
All Lines (avg sec)**	22.7	23.6	23.1
- Wire Line (avg sec)	11.4	12.1	11.8
- Wireless (avg sec)**	25.2	26.0	25.6
All Lines (% at 15s or less)**	38.8%	36.7%	38.7%
Wire Line (% at 15s or less)	80.8%	79.9%	80.3%
Wireless (% at 15s or less)**	29.7%	27.4%	29.4%
All Lines (adjusted)***	80.4%	79.2%	80.2%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	62.5%	60.7%	62.1%
Wire Line (% at 20s or less)	86.0%	84.5%	85.5%
Wireless (% at 20s or less)**	57.4%	55.6%	56.9%
All Lines (adjusted)***	85.4%	84.2%	85.6%

**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.

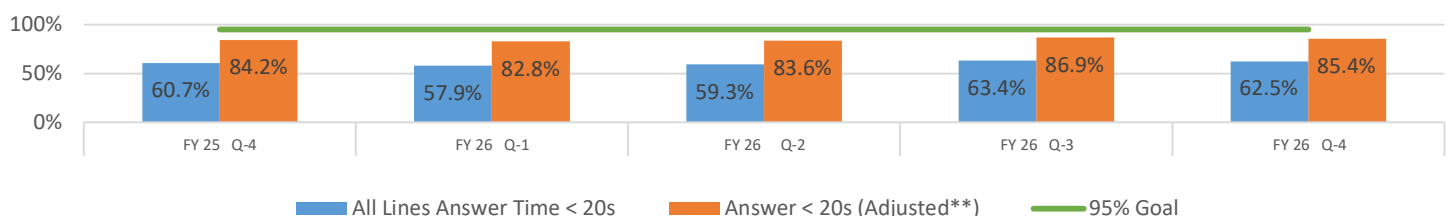
Average Answer Time



Answer Time 15 sec or Less



Answer Time 20 sec or Less



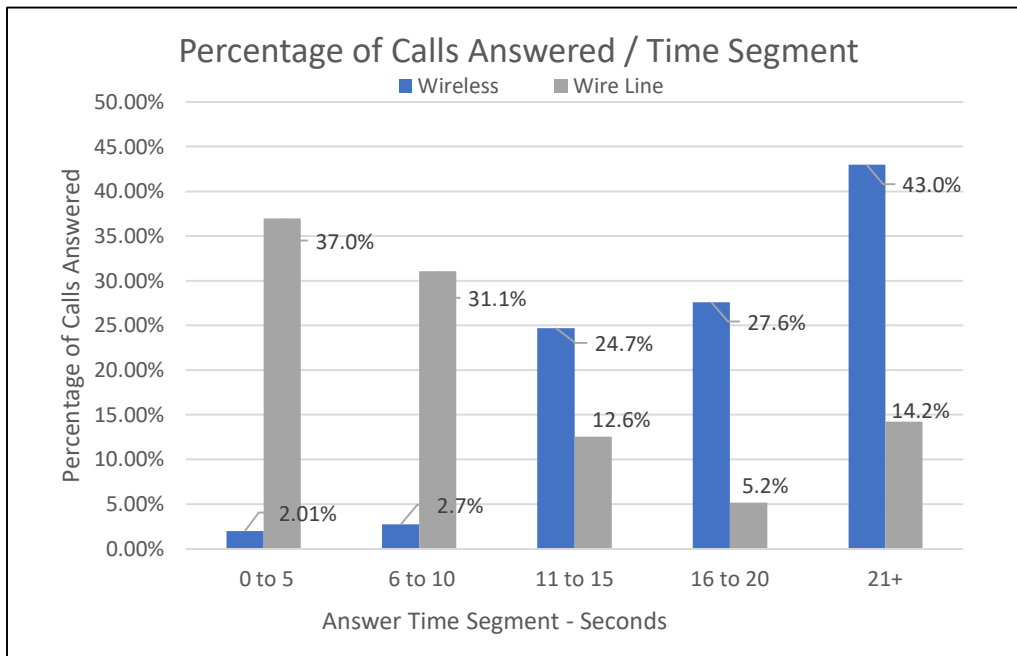


Key Performance Indicators (KPI) FY26 Q4

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
2,944	2,474	1,000	412	1,133	7,963
37.0%	31.1%	12.6%	5.2%	14.2%	100%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:04	00:07	00:12	00:27	
Longest Wait Time Duration (mm:ss)		02:39	Date / Time	5/18-Mon	16:42:41

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
735	996	9,013	10,070	15,678	36,492
2.01%	2.7%	24.7%	27.6%	43.0%	100%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:15	00:19	00:28	00:47	
Longest Wait Time Duration (mm:ss)		06:35	Date / Time	5/18-Mon	16:37:52



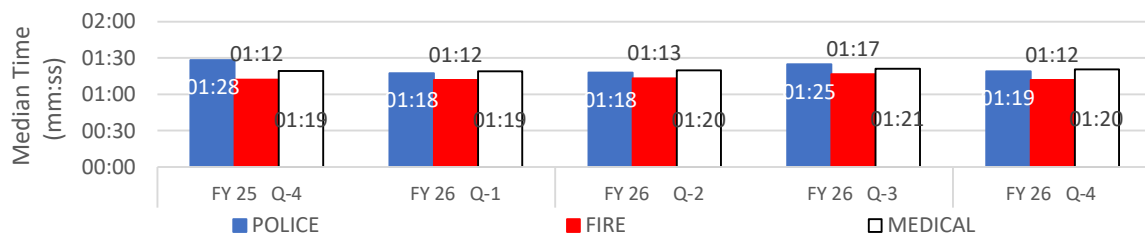


Key Performance Indicators (KPI) FY26 Q4

High Priority Incidents -Timed Performance

Police - Incidents ***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:51	00:58	-10.93%	00:55
	Incident Creation to Dispatch			00:19	00:21	-12.73%	00:21
	Call Answer to Dispatch			01:19	01:28	-10.36%	01:22
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	178	0.8%	00:58	01:21	01:52	03:10	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	2	50	52	37	17	14	6
Fire Incidents ***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:48	00:50	-4.14%	00:53
	Incident Creation to Dispatch			00:20	00:20	0.34%	00:20
	Call Answer to Dispatch			01:12	01:12	-0.69%	01:15
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	231	19.5%	00:55	01:12	01:37	02:12	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	6	67	89	39	20	7	3
Medical Incidents ***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:08	01:06	2.32%	01:06
	Incident Creation to Dispatch			00:11	00:11	3.31%	00:11
	Call Answer to Dispatch			01:20	01:19	1.58%	01:20
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	9,932	61.0%	01:01	01:21	01:50	02:27	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	100	2,327	3,509	2,072	1,456	310	157

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) FY26 Q4

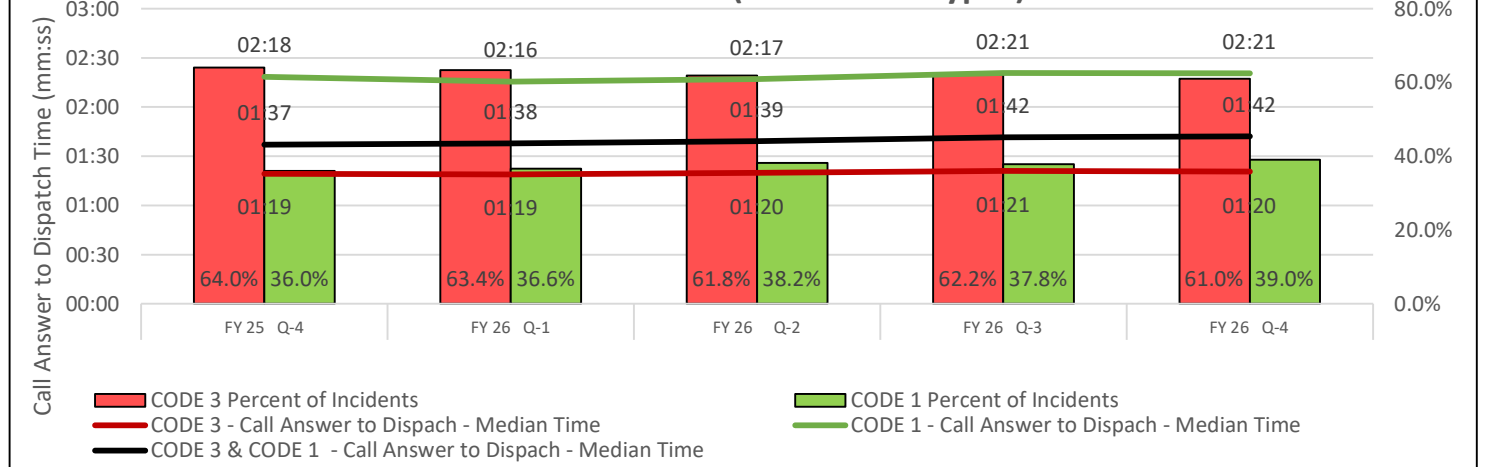
Top 10 Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2025								2026					
		6	7	8	9	10	11	12		1	2	3	4	5	6
SK - SICK PERSON	639.5	671	707	728	670	700	569	592		682	633	586	562	614	600
CH - CHEST PAIN/HEART	479.1	454	511	486	472	479	466	555		515	409	520	476	442	443
FA1 - FALLS C1	444.7	476	417	439	416	429	438	445		479	387	435	477	480	463
BR - BREATHING PROBLEM	362.5	341	335	289	325	340	331	417		433	408	408	387	382	316
FA1B - FALL BLS	337.2	341	349	335	344	354	319	341		378	311	336	284	339	353
SK1 - SICK PERSON C1	311.8	268	325	302	271	310	342	337		289	284	320	305	356	345
FA - FALL	287.5	270	318	356	290	335	270	291		275	266	251	250	286	279
SK1B - SICK/UNKOWN BLS	281.1	251	299	267	303	282	247	259		322	316	304	256	284	264
TAI - TRAFFIC ACCIDENT INJURY	253.8	255	262	256	285	285	234	276		250	222	208	241	251	274
TAU - TRAFFIC ACCIDENT UNK INJ	220.0					220									
UN - UNCONSCIOUS/FAINTING	214.6	229	228	215	206		210	219			190	217	210	217	220
CVA - STROKE	204.0	192								216					

Timed Performance

Medical Incidents (All Problem Types)***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:08	01:06	2.32%	01:06
	Incident Creation to Dispatch			00:11	00:11	3.31%	00:11
	Call Answer to Dispatch			01:20	01:19	1.58%	01:20
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	9,932	61.0%	01:01	01:21	01:50	02:27	
CODE 1	6,362	39.1%	01:50	02:21	03:03	03:54	
ALL	16,294	100%	01:11	01:42	02:24	03:15	
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	100	2,327	3,509	2,072	1,456	310	157
CODE 1	28	110	609	1,388	2,582	1,082	563
ALL	128	2,437	4,118	3,460	4,038	1,392	720

Medical Incidents (All Problem Types)

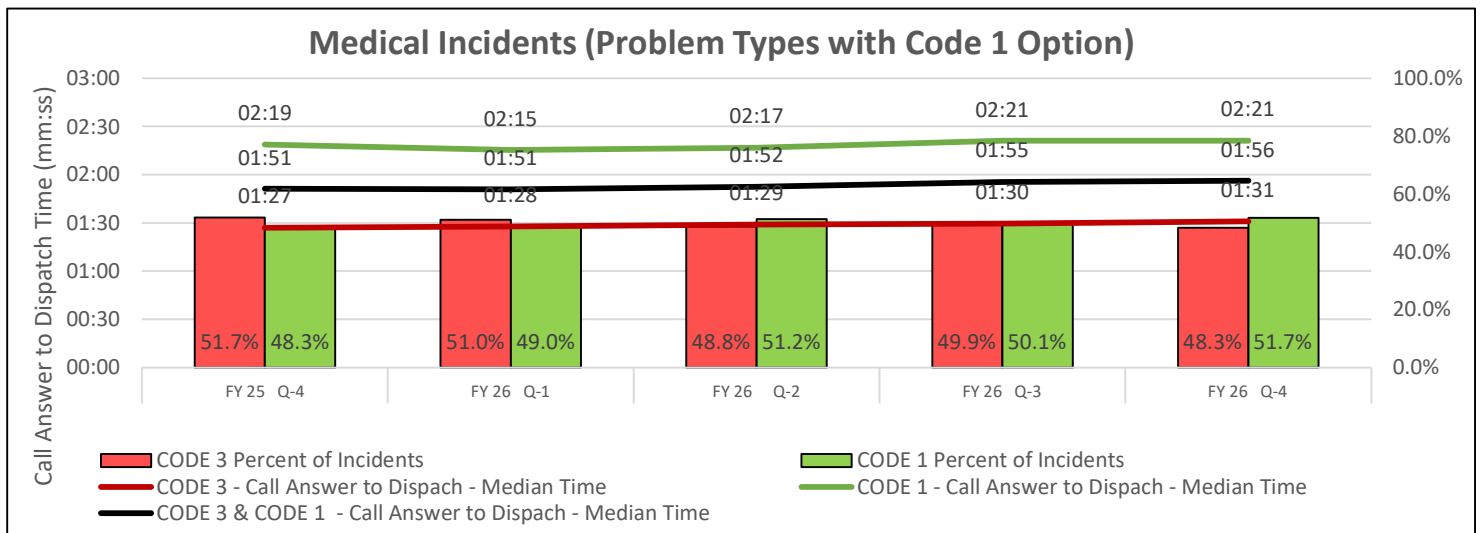




Key Performance Indicators (KPI) FY26 Q4

Medical Incidents (Types w/ Code 1 Opt)***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:16	01:15	2.03%	01:15
	Incident Creation to Dispatch			00:12	00:10	20.17%	00:11
	Call Answer to Dispatch			01:30	01:27	2.34%	01:29
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	5,946	48.3%	01:09	01:31	02:02	02:40	
CODE 1	6,362	51.7%	01:50	02:21	03:03	03:54	
ALL	12,308	100%	01:24	01:56	02:37	03:29	
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	34	925	1,972	1,485	1,145	257	127
CODE 1	28	110	609	1,388	2,582	1,082	563
ALL	62	1,035	2,581	2,873	3,727	1,339	690

*** 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)

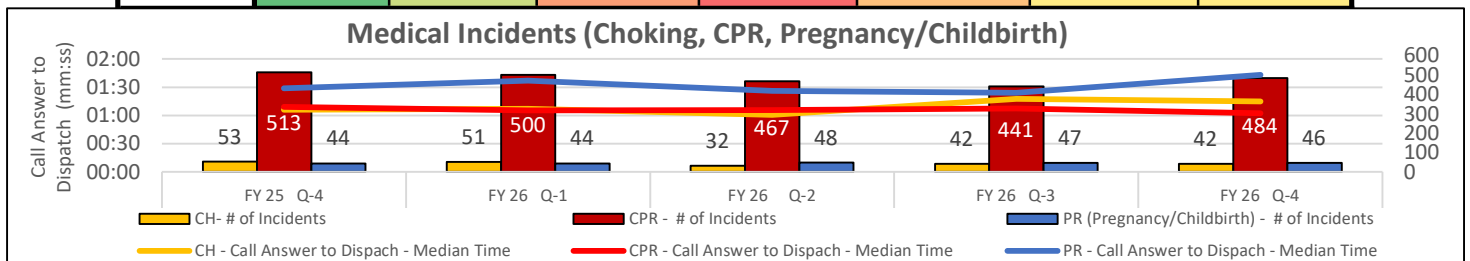
FY26 Q4

Timed Performance *** Validation removed incidents with null time

Medical - CHOKING ***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:06	00:54	22.46%	01:01
	Incident Creation to Dispatch			00:09	00:09	-1.60%	00:12
	Call Answer to Dispatch			01:18	01:10	10.09%	01:14
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	42	NA	00:50	01:19	01:36	01:56	
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	14	13	11	3	0	1

Medical - CPR ***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:53	00:58	-7.68%	00:53
	Incident Creation to Dispatch			00:11	00:11	2.38%	00:10
	Call Answer to Dispatch			01:03	01:12	-12.50%	01:06
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	484	NA	00:48	01:03	01:22	01:52	
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	6	214	172	54	29	4	5

Medical - PREGNANCY / CHILDBIRTH ***				FY26 Q4	Pr Yr QTR	% Change	FY25 TD
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:15	01:17	-1.67%	01:28
	Incident Creation to Dispatch			00:12	00:12	0.00%	00:11
	Call Answer to Dispatch			01:37	01:53	-14.16%	01:37
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	46	NA	01:22	01:37	02:31	03:23	
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	2	12	18	8	3	3





Key Performance Indicators (KPI)

July 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 (14,180)

(includes call filter processing time)

Diff from
Previous Year



34.4% (4,879) of the calls answered in 15s - standard is 90% in 15s.

↑ 0.3%

56.4% (7,996) of the calls answered in 20s - standard is 95% in 20s.

↓ -1.5%

911 Phone Lines by Type

Wireline - Total (2,327)

(8 dedicated trunk lines)



77.8% (1,811) of the calls answered in 15s - standard is 90% in 15s.

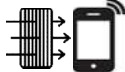
↑ 0.1%

82.3% (1,916) of the calls answered in 20s - standard is 95% in 20s.

↓ -0.9%

Wireless - Total (11,853)

(10 trunk lines includes automated call filter process time)



25.9% (3,069) of the calls answered in 15s - standard is 90% in 15s.

↑ 0.7%

51.3% (6,081) of the calls answered in 20s - standard is 95% in 20s.

↓ -1.3%

Wireless - Staff Time (11,853)

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



74.4% (8,820) of the calls answered in 15s - standard is 90% in 15s.

↓ -2.8%

80.3% (9,524) of the calls answered in 20s - standard is 95% in 20s.

↓ -2.8%

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.)



74.2% of 55 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 13.3%



64.6% of 77 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↓ -12.2%



60.2% of 3,172 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -1.0%



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

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



79% of 55 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↑ 5.6%



67% of 77 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↓ -6.4%



47.9% of 3,172 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.)



58% of 55 Police Priority 1 calls dispatched in 25s-goal is 90% in 25s.

↓ -11.8%



64.6% of 77 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↓ -1.0%



93.9% of 3,172 EMS Code 3 calls dispatched in 25s-goal is 90% in 25s

↑ 0.4%

911 Call Volume Comparison⁵

YEAR	WK 18	WK 19	WK 20	WK 21	WK 22	WK 23	WK 24	WK 25	WK 26	WK 27	WK 28	WK 29	WK 30
2026	4,013	4,227	3,776	4,308	4,172	4,365	4,263	4,697	4,509	4,413	4,443	4,294	4,407
2025	4,127	4,113	3,932	4,193	4,198	4,326	4,921	4,418	4,246	4,839	4,896	5,317	5,080
2024	3,962	4,344	4,425	3,929	4,283	4,460	4,303	4,622	4,522	4,594	4,910	4,993	4,516

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)

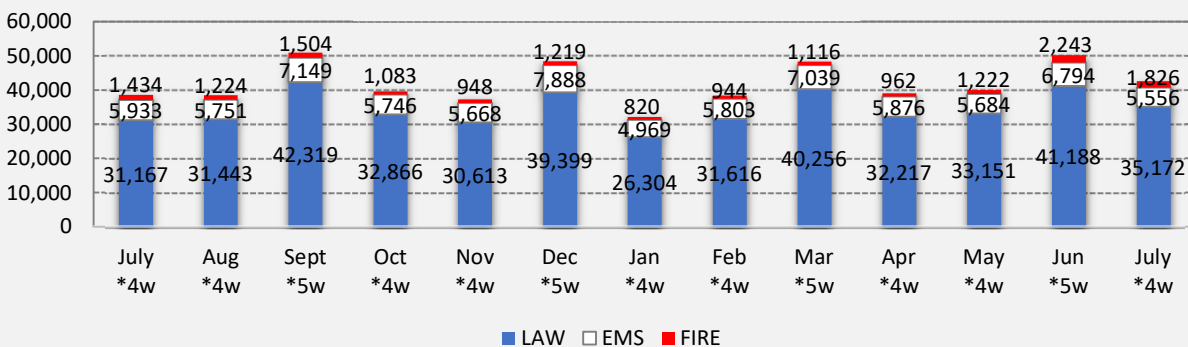
July 2026

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	186	175	6.29%	1,303	
	Priority 2	4,772	3,361	41.98%	24,902	
	Priority 3	4,626	4,559	1.47%	32,734	
	Priority 4	3,436	4,148	-17.16%	27,631	
	Priority 5	4,109	4,368	-5.93%	27,652	
	Priority 6	0	0	0.00%	2	
	Priority 7	55	45	22.22%	338	
	EMS	5,452	5,787	-5.79%	40,890	
	FIRE	1,756	1,312	33.84%	8,852	
Self-Initiated (In-Field)						
	EMS	104	146	-28.77%	831	
	Fire	70	59	18.64%	281	
	Law	17,988	15,018	19.78%	125,342	
Totals						
	Total EMS	5,556	5,933	-6.35%	41,721	
	Total Fire	1,826	1,371	33.19%	9,133	
	Total Law	35,172	31,674	11.04%	239,904	
	Total	42,554	38,978	9.17%	290,758	

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)

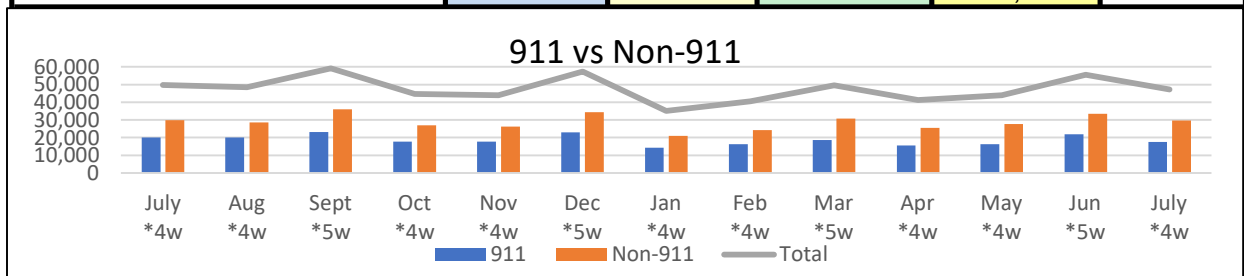
July 2026

Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	7/2-Thu	Bus. Hour	20:00	All Calls	113
EMS-related Code 1 call-taking times decreased slightly compared with the previous month, while average call answer times continued their upward trend. NOTE: AI non-emergency call answering sysetm began with testing on the 4th and then full time on the 8th					
	July 2026	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	14,956	17,467	-14.38%	101,508	
Cellular - % of all 911 calls	85.19%	86.76%	-1.58%	83.96%	
911 Wireline (WL)	482	305	58.03%	2,311	
911 VOIP	1,631	1,598	2.07%	12,226	
TLMA / Other	32	27	18.52%	382	
No Class of Service (NC)	456	735	-37.96%	4,550	
911 Wireline (WL) - Total All	2,601	2,665	-2.40%	19,469	
WL, VOIP, TLMA, NC - % of all 911	14.81%	13.24%	1.58%	16.10%	
911 TEXT	92	75	22.67%	679	
(AE) 911 TEXT	50	46	8.70%	385	
Abandoned 911 Calls	3,377	911 Average Talk Time (mm:ss)		03:05	
Average Abandon Percent	19.23%	911 Total Talk Time hh:mm:ss		727:42:05	
Abandoned Time Sec - Median 50%	10				

Non- Emergency Telephone Activity							
Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
15,217	1,548	787	1,145	0	100 / 0	1,857	6,183
Total Telephone Activities		July 2026	Prior Yr.	% Change	YTD		
911 Emergency		17,557	20,132	-12.79%	120,894		
Non - Emergency		29,691	29,718	-0.09%	192,667		
Total Phone Traffic		47,248	49,850	-5.22%	313,561		



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



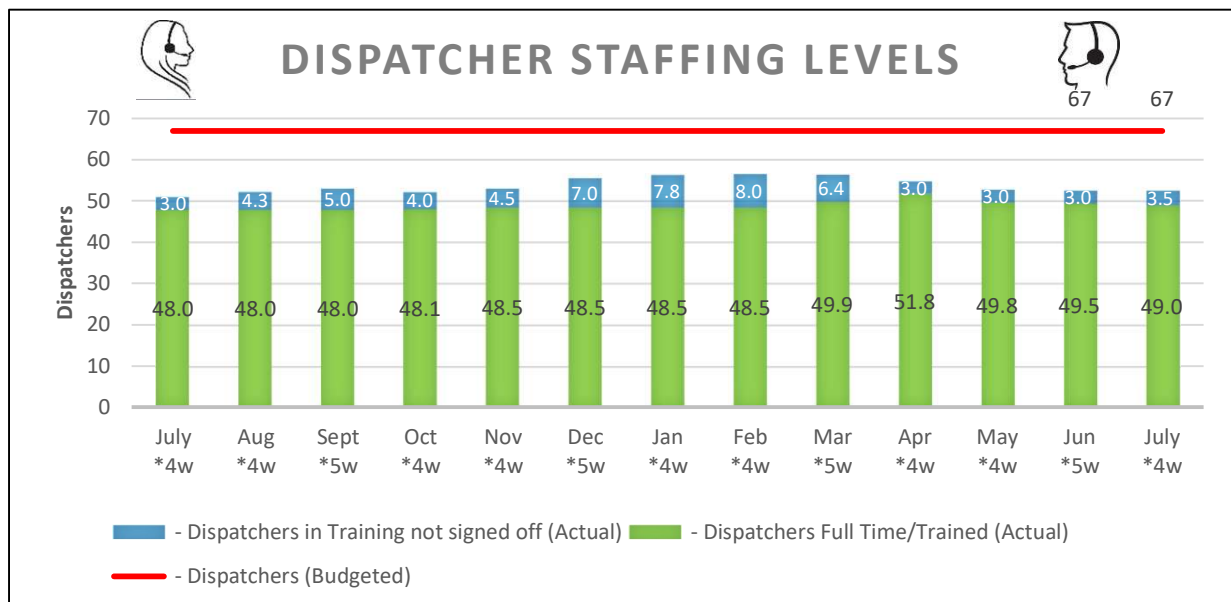
Key Performance Indicators (KPI) **July 2026** **Roll-up** **Telephone Activity cont.**

911 Wireless Call Filter (Pocket Dial)				
Filter Status	July 2026		Prior Year	
	Count	Percent	Count	Percent
Presented	14,257		16,845	
Accepted	11,755	82.45%	11,735	69.66%
Acpt - VOX	8,661	73.68%	8,697	74.13%
Acpt-DTMF	3,094	26.32%	3,035	25.87%
Rejected	149	1.05%	193	1.15%
Hang up	2,353	16.50%	4,917	29.19%
Time in Filter (Median Seconds)	10		10	

Staffing Levels

PERSONNEL		
CLASSIFICATION	FTE Budg*	FTE Act(avg)
Administration (HR,Staff)	8.6	9.5
Operations (Sups/Training)	11.0	9.0
Dispatchers/CT Trained	67.0	49.0
Dispatchers/CT in-training		3.5
Technical Services	18.5	18.5
Total	105.10	89.5

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





Key Performance Indicators (KPI)

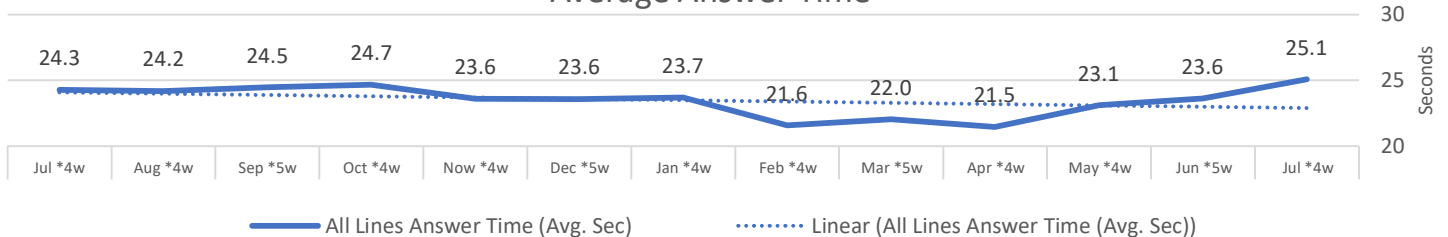
July 2026



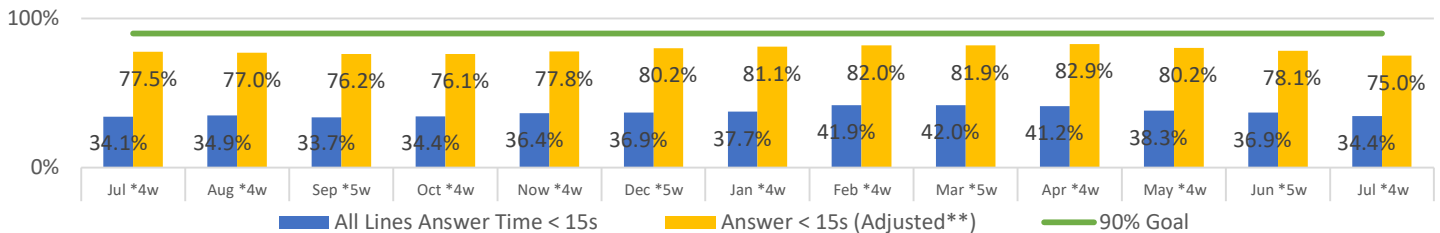
Timed Performance Timed Performance (911 Calls)

Average Answer Times	July 2026	Prior Year	YTD (avg)
All Lines (avg sec)**	25.1	24.3	22.9
- Wire Line (avg sec)	13.1	12.5	11.5
- Wireless (avg sec)**	27.4	26.7	25.5
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	34.4%	34.1%	38.9%
Wire Line (% at 15s or less)	77.8%	77.7%	80.8%
Wireless (% at 15s or less)**	25.9%	25.2%	29.6%
All Lines (adjusted)***	75.0%	77.5%	80.2%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	56.4%	57.9%	62.0%
Wire Line (% at 20s or less)	82.3%	83.2%	85.7%
Wireless (% at 20s or less)**	51.3%	52.6%	56.8%
All Lines (adjusted)***	80.7%	83.3%	85.4%

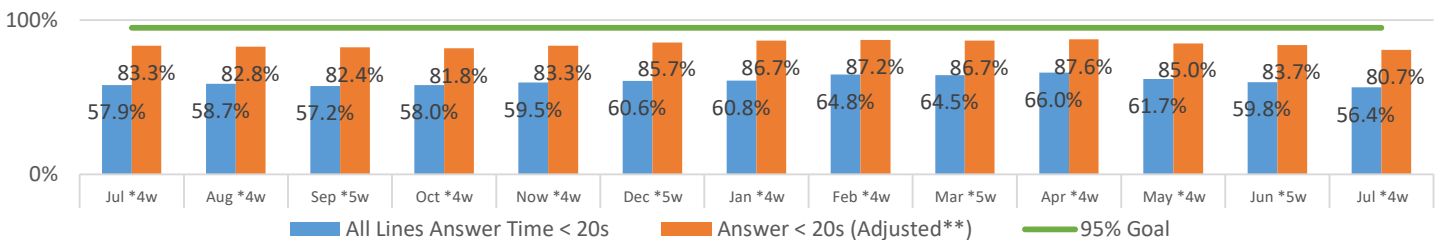
Average Answer Time



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)

July 2026

Roll-up

Timed Performance

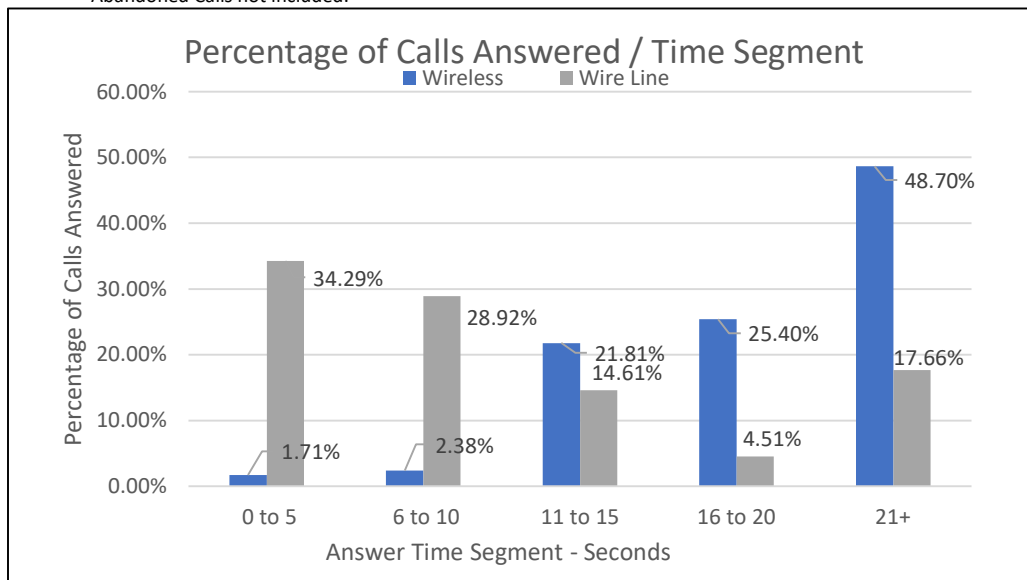


	Wire Line 911 Answer Times^ - Land Line				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	798	673	340	105	411
	34.29%	28.92%	14.61%	4.51%	17.66%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:05	00:08	00:14	00:32	
Longest Wait Time Duration (mm:ss)	02:10		Date / Time	7/15-Wed	9:43:29

^ - 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+
	203	282	2,585	3,011	5,772
	1.71%	2.38%	21.81%	25.40%	48.70%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:16	00:20	00:33	00:52	
Longest Wait Time Duration (mm:ss)	02:49		Date / Time	7/13-Mon	8:54:57

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

July 2026

Roll-up

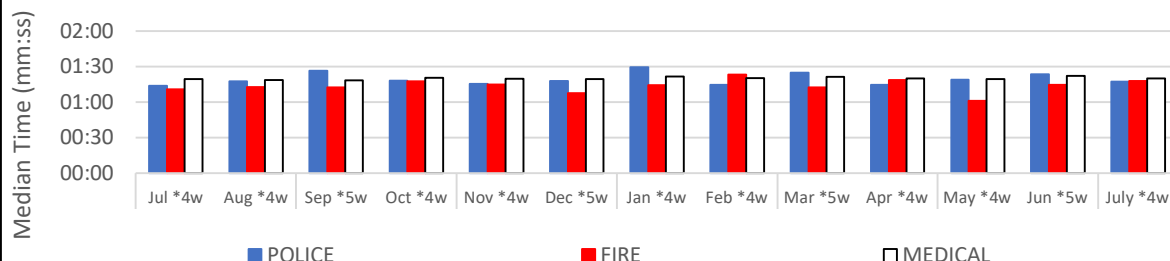
High Priority Incidents -Timed Performance

Police - Incidents ***				July 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:55	00:53	4.76%	00:53
	Incident Creation to Dispatch			00:22	00:21	3.53%	00:22
	Call Answer to Dispatch			01:23	01:13	12.93%	01:21
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	55	0.82%	01:01	01:23	01:51	03:11	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	11	21	10	5	5	2

Fire Incidents ***				July 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:49	00:49	-1.01%	00:51
	Incident Creation to Dispatch			00:20	00:20	2.56%	00:20
	Call Answer to Dispatch			01:16	01:11	7.42%	01:15
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	77	17.95%	00:56	01:16	01:46	02:27	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	1	23	26	14	9	4	0

Medical Incidents ***				July 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:07	01:06	1.13%	01:08
	Incident Creation to Dispatch			00:11	00:12	-6.38%	00:11
	Call Answer to Dispatch			01:20	01:19	0.63%	01:21
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	3172	60.80%	01:00	01:20	01:50	02:30	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	39	754	1116	665	433	99	66

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

July 2026
Roll-up

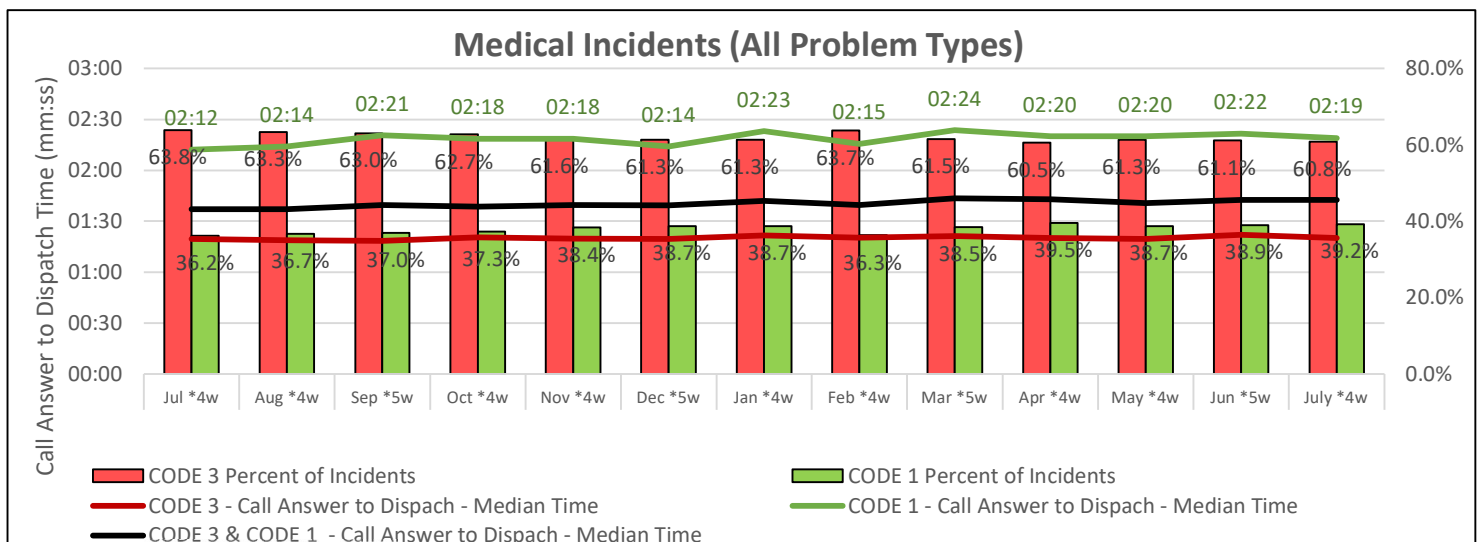
Top Medical Incidents (By Month)

		2025							2026						
RANKED TOP 10 INCIDENT COUNTS	AVG	7	8	9	10	11	12	1	2	3	4	5	6	7	
SK - SICK PERSON	636.6	707	728	670	700	569	592	682	633	586	562	614	600	633	
CH - CHEST PAIN/HEART	485.7	511	486	472	479	466	555	515	409	520	476	442	443	540	
FA1 - FALLS C1	450.8	417	439	416	429	438	445	479	387	435	477	480	463	555	
BR - BREATHING PROBLEM	362.6	335	289	325	340	331	417	433	408	408	387	382	316	343	
FA1B - FALL BLS	339.9	349	335	344	354	319	341	378	311	336	284	339	353	376	
SK1 - SICK PERSON C1	318.7	325	302	271	310	342	337	289	284	320	305	356	345	357	
FA - FALL	292.7	318	356	290	335	270	291	275	266	251	250	286	279	338	
SK1B - SICK/UNKOWN BLS	283.3	299	267	303	282	247	259	322	316	304	256	284	264	280	
TAI - TRAFFIC ACCIDENT INJURY	253.1	262	256	285	285	234	276	250	222	208	241	251	274	246	
TAU - TRAFFIC ACCIDENT UNK INJ	220.0				220										
CVA - STROKE	216.0							216							
UN - UNCONSCIOUS/FAINTING	215.2	228	215	206		210	219		190	217	210	217	220	235	

Timed Performance

Medical Incidents (All Problem Types)***				July 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:07	01:06	1.13%	01:08
	Incident Creation to Dispatch			00:11	00:12	-6.38%	00:11
	Call Answer to Dispatch			01:20	01:19	0.63%	01:21
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	3172	60.8%	01:00	01:20	01:50	02:30	
CODE 1	2045	39.2%	01:50	02:19	02:56	03:43	
ALL	5217	100%	01:12	01:43	02:24	03:10	
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	39	754	1116	665	433	99	66
CODE 1	9	29	189	466	875	330	147
ALL	48	783	1305	1131	1308	429	213

Medical Incidents (All Problem Types)



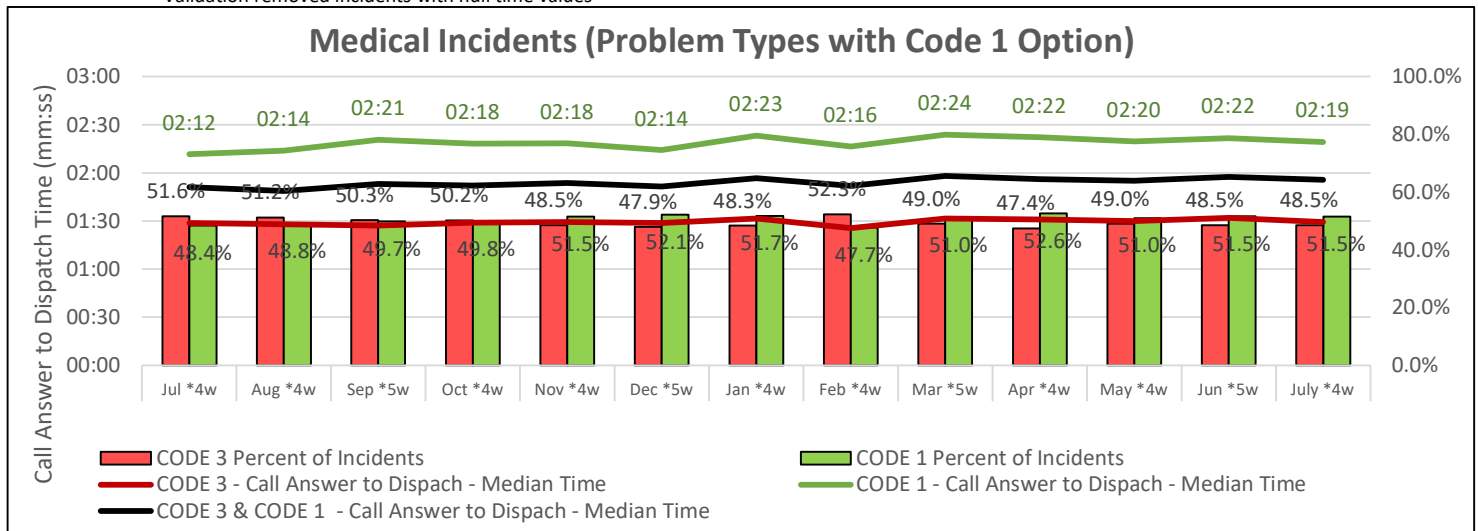


Key Performance Indicators (KPI)

July 2026
Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				July 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:15	01:15	0.00%	01:17
	Incident Creation to Dispatch			00:11	00:12	-6.38%	00:12
	Call Answer to Dispatch			01:29	01:29	0.56%	01:30
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	1925	48.5%	01:07	01:29	02:00	02:44	
CODE 1	2045	51.5%	01:50	02:19	02:56	03:43	
ALL	3970	100%	01:23	01:55	02:36	03:24	
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	15	323	648	467	336	82	54
CODE 1	9	29	189	466	875	330	147
ALL	24	352	837	933	1211	412	201

*** 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)

July 2026

Roll-up

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

Medical - CHOKING ***				July 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:03	00:56	13.51%	01:01
	Incident Creation to Dispatch			00:11	00:09	22.22%	00:10
	Call Answer to Dispatch			01:13	01:07	9.36%	01:13
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	15	NA	00:48	01:13	01:26	01:45	
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	3	8	2	1	0	0

Medical - CPR ***				July 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:50	00:54	-6.98%	00:52
	Incident Creation to Dispatch			00:10	00:10	0.00%	00:11
	Call Answer to Dispatch			01:00	01:06	-9.09%	01:04
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	146	NA	00:48	01:00	01:23	01:51	
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	73	45	17	8	2	0

Medical - PREGNANCY / CHILDBIRTH ***				July 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:29	01:16	17.11%	01:33
	Incident Creation to Dispatch			00:11	00:09	22.22%	00:11
	Call Answer to Dispatch			01:45	01:29	18.31%	01:43
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	15	NA	01:14	01:45	02:14	03:42	
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	2	4	4	3	2	0

