

TECHNICAL ADVISORY COMMITTEE MEETING

Wednesday • March 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, February 11, 2025*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.
- B. Federal Activity Data Requests (Foster)

New Business

- A. EMS User Meeting discussion (Reese)
- B. Review and approve Radio for WCSO Facilities/Juvenile (Floyd)

Staff Report

Good of the Order

* Requires Action

Adjournment | Next Meeting: Wednesday, April 16, 2026, 10:00 am

Upcoming Meetings | Events at WCCCA:

CEO Board Meeting: March 19, 2026

BOC Meeting: March 19, 2026

**Washington County
Consolidated Communications Agency**

Minutes

Washington County Consolidated Communications Agency
TECHNICAL ADVISORY COMMITTEE
Meeting Minutes
Wednesday, February 11, 2026

Present	Capt. Ed Mastripolito, Beaverton PD Div. Chief Patrick Wineman, Forest Grove Fire Sgt. Clarice Gordon, Forest Grove PD Div. Chief Kylie Kelly, Hillsboro Fire CMD Brian Wilber, Hillsboro PD Capt. Corey Jentzsch, Sherwood PD CMD Brad Sitton, Tigard Police District Chief Ryan Robinson, TVF&R CMD. John Crecelius, WCSO Chief Dave Morris, Cornelius Fire District	Staff Present	Jennifer Reese, Assist. Director Kim Foster, Operations Manager Justin Haines, IT Supervisor Curtis Floyd, Radio Services Sup. Barbi Denman, Admin. Specialist
Guest	Lt. Jesse Baker, WCSO Brian Phillips, PSSTG, TVF&R Eric Kennedy, PSSTG, TVF&R Becky Naugle, PSSTG, City of Beaverton		
Call to Order	The meeting was called to order at 10:00 am by Wineman.		
Approval of Minutes	Mastripolito motioned for approval of the January 14, 2026 meeting minutes. The motion was seconded by Sitton and approved unanimously.		
	Mastripolito – aye Kelly – aye Sitton – aye Morris- aye	Wineman– aye Wilber – aye Robinson – aye	Gordon – aye Jentzsch – aye Crecelius – aye
Additions/ Deletions	None		
Committee Reports	Police Users Group (Baker) - Working with WCCCA on the CAD upgrade. - A question came up – if a Call Taker is on the phone with a community member, can that call be transferred? Yes, if this is not happening, please reach out to a Supervisor, to make sure it happens. - Clarification on calls that did not happen in Washington County (WC). The call comes to WC, are we going to take a report, or refer the caller back to the initial agency? Due to the interpretation of the rule, both are currently happening. - Karly's Law – It is agreed, if we receive a call pertaining to Karly's Law and it is in Washington County, it should be transferred to the specific agency. If it is something outside of Washington County, we will take that call (courtesy report) and contact that agency. - No revisions are needed to WCCCA's current policies. - When assisting on fire calls, currently they are priority 3, this will be change to a Priority 2.		

Fire Users Group (Wineman)

- Fire Defense Board meets later this month.
- Currently working with WCCCA on Nurse Navigator.
- Changes in the deployment within the county:
 - o New Hillsboro fire station – South Hillsboro, has improved signaling, for safety.
 - o Forest Grove is now running two companies a day.
 - This has been fantastically positive.
 - They have not been drawing from Gaston, Banks or Cornelius for as many calls.
- Already ramping up for fire season.
 - o Wild Land Firefighter Academy is being introduced, with approximately 60 participants have been identified within Washington County as trainees for this summer's academy.
- Code 1/Sick is being worked on with Tualatin Valley Fire & Rescue. Potentially changing the counties response plan.

PSSTG (Naugle)

- No meeting was held this month. Next meeting is March 5th.

Old Business

System Status

Activity and Projects:

Radio (Floyd)

- Motorola monthly patches for January, were completed.
- Reminder- June is the big system upgrade.
- Motorola's System Technologist has begun.
 - o Site maintenance is starting in Washington County, low level sites.
- Backhaul, Floyd and Reese have been working with the Vendor.
- Microwave system – working with Clackamas on their side.
 - o Repairs to a path, that was offline, which delayed some upgrades.
 - o Waiting for access to Timberline.
- Agency PM's, LOPD, LOCOM, have been completed recently.
 - o Still working on their DVRs needs.
 - o Recently completed Hillsboro Fire DVRs update.
- Equature updates in May. Haines and Floyd to start the email distribution exclusively, starting March 1st for any and all radio notifications, system notifications, Tap Out, or fire station alerting and CAD notifications.
- Motorola has increased their flat rate repair from \$665 to \$727.

Facilities (Floyd)

- The expansion tanks for water, at Pinefarm, were replaced.
- Currently interviewing for the open facilities position.
- Radio site locations are starting to replace concrete roofs with asphalt.
- January site maintenance was completed.
- Vehicle PMs were also completed.

Wineman – In the past, during wild fire season a couple of years ago, there was a problem with Washington County radio unit entering into Clackamas County, going over Mt. Hood, a radio

problem was identified, being tied back to Tom, Dick and Harry (TDH) not working. They were not able to communicate and there was some antenna issue identified. Are there any updates to this? Reese has not heard of any current issues.

IT (Haines)

- January CAD maintenance was completed, along with February.
- Central Square has a new version of CAD.
 - o Version 25.10 will be updated on 2/26.
- MAJCS Tech and operations continue with testing.
- Testing is also on going for Mobile X platform.
- Haines received a request from AMR, on the code 1 BLS medical calls, we are changing AMR's response, we will be sending the closest ALS or BLS unit. This is going live on February 17th.
- We made a lot of progress in January, regarding the new MicroMain.
 - o Scheduled Go Live end of March.
 - o Will be reaching out to add users. New system requires authentication for all users.

Wineman – Forest Grove has been asking Haines for help, along with Kennedy from TVF&R, regarding problems with the station alerting systems not working. It is currently working, but not as desired. This was due to a GPS issue with the computers. TVF&R has come up with a solution that they are using in their stations. For \$1,600 the system was purchased and within 72 hours, no failure replications have occurred.

As a result, a fewer MDT issues were found and resolved. A complete MDT replacement was planned. All MDT have been replaced on the engines.

New Business

A. Federal Activity Data Requests (New Permanent Topic) Foster

There was a request to create a check box for Federal Activity usage.

There was a more recent request by a news member, who reached out to WCCCA's PIO, wanting all federal activity information.

Haines asked if all of the agencies agreed with the use of the new check box.

- WCSO has discussed. They are not tracking ICE, they will be tracking only Federal Activity or calls that were generated by Federal Activity.
- Beaverton has not decided how they are going to handle these types of calls. Beaverton is waiting for further direction.
- Hillsboro Officers have been asked to use the check box, only if they can confirm federal activity. Deputies are asked to put a comment in the call if it was confirmed to be ICE related.
- TVF&R asked if WCCCA has any policies on data sharing? Yes, if there is a public records request, WCCCA is providing the CAD information only.

If anyone wants more detail, on any given incident regarding Federal Activity, they will be asked to contact the main agency directly.

B. Hubbard Radio (Reese)

Hubbard PD has approached WCCCA about joining the radio system. They will start being dispatched by Newberg on July 1st.

Newberg PD is already on our radio system. When we did some testing with Hubbard, it was found, when they transmit, they are not actually transmitting in Newberg, they are transmitting off of Washington County's main simulcast system.

Hubbard will be dispatched by Newberg, but they will need a radio system. We will have them join Washington County's radio system. They will be a non-member of WCN. They will be paying radio rates, they have 13 radios.

Crecelius motioned for Hubbard PD to join WCCCA's radio system. The motion was seconded by Mastripolito and unanimously approved.

Mastripolito – aye
Kelly – aye
Sitton – aye
Morris- aye

Wineman– aye
Wilber – aye
Robinson – aye

Gordon – aye
Jentzsch – aye
Crecelius – aye

Staffing

Staffing Report (Reese)

- 57 of 67 Dispatchers. 49 fully trained.
 - o 7 are in training. 5 on phones, 2 on Radio.
 - o 1 additional training, graduating from DPSST and they'll return to WCCCA's in-house academy for another week and graduating from the in-house academy on Friday the 20th.
- 4 are planned for March hiring.
- GovWorks AI is currently being used in the hiring process.
 - o 12 candidates are slotted for the first group.
- WCCCA has attended two local job fairs.
 - o Pacific University in Forest Grove
 - o Portland State University.
- HR and Scheduling Supervisors will be attending APCO Staffing and Wellness summit being held next Wednesday/Thursday in Phoenix Arizona.
- Facilities Technician opening, interviews are scheduled for next week.
- Regional CAD Coordinator position, applicant is currently in background.
- Craig Cook is retiring tomorrow. Please join us at 1:00pm. Chris McIntosh has been hired to replace Cook.
- Foster is retired and working back. No posting for her position as of yet

Good of the Order

Aurelian – Reese

WCCCA is working with Aurelian's AI for Non-emergency call taking. An RFP was completed in October 2025. Contract negotiations were completed February 10, 2026. Kick-off meeting to be scheduled for March, with a target go live date in May 2026. Hoping to having AI, Non-emergency, online before summer. Will kick start with the training scheduled in May, as well.

Washington County is looking into drones being a part of the first responder program. It should not look any different, since they are already being used more than 600 times per year. The same

pilots and drones currently being used, will continue to be used. We have received FAA approval to use outside of visual capabilities. Drone as a first responder is different than having a drone program. It is extremely scalable. It can be integrated into what is seen in Dispatch.

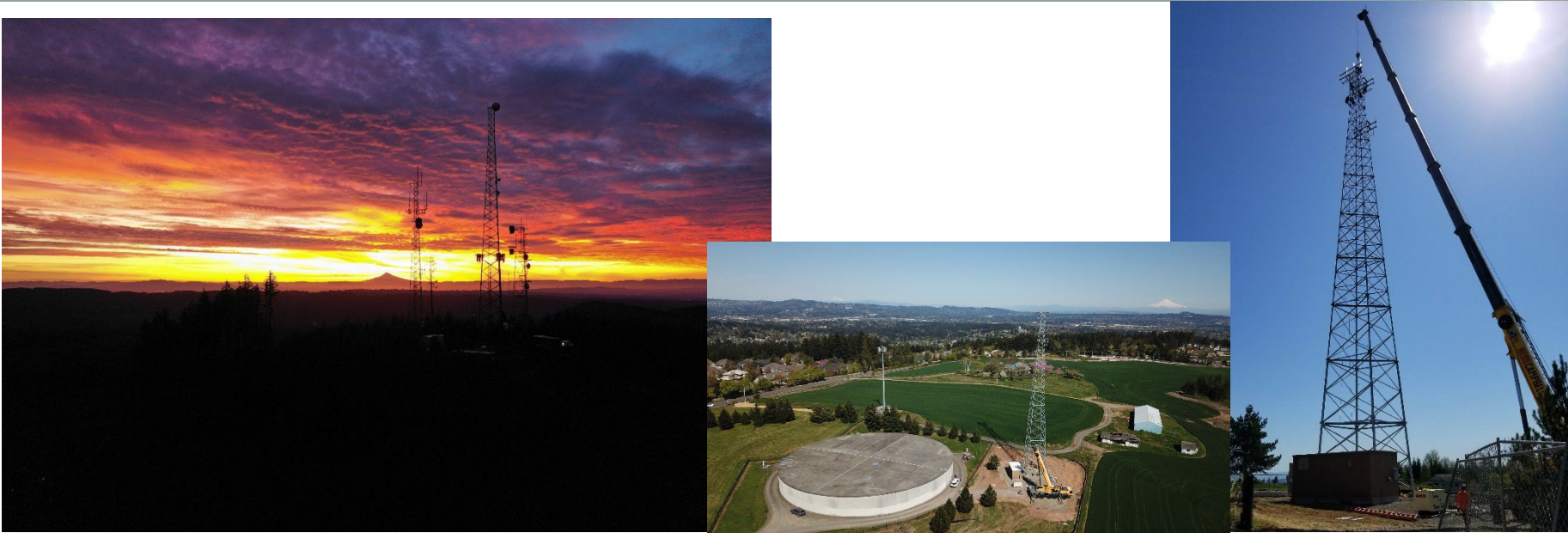
Floyd reminded all that Motorola would love to talk about drones.
Washington County is currently contracting through Axon.

Next Meeting The next TAC meeting is scheduled for Wednesday, March 11, 2026 at 10:00 am.

Adjournment Chair Wineman adjourned the meeting at 11:05 am.

**Washington County
Consolidated Communications Agency**

Old Business



WCN SYSTEMS

Technical Services

Manager: Jennifer Reese (Interim)

Radio: Curtis Floyd

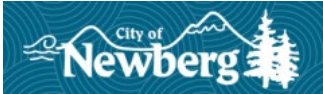
IT: Justin Haines

Facilities: Ted Leach

Activity for: February 2026



C800 Group



Radio Team

Activity and Projects:

- Motorola Projects: Feb Monthly patching complete. Mar Quarterly planned for 2nd and 3rd (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 has completed 24 sites.
- Station Alerting : Multiple TVFR stations in review.
 - Reviewing process for Group Paging request from CFD1.
 - USDD tapoutnotifications@domain.com rules in place for agencies to get alerts for USDD and ATX issues.
 - Quarterly Wi-Path log confirmations. Will email only if issues are noticed.
- Backhaul: Working on budget for systemwide replacement. ACX7020 updated quote provided.
- Microwave: TIMB<>GOAT Frequency change (DELAYED weather).
 - Wilsonville Tank, and Damascus have physical damage. POs in process.
- Member Agency (WCN) Preventative Maintenance and Programming
 - Planning WCSO in June-July. Need to fill in until then.
 - CCSO has started to cycle radios into WCCCA for PM
 - Assisting TVFR with firmware updates.
 - DVRS: LOPD (One test vehicle set up); HBFD DVRS completed 10 apparatus. HBPD in process for testing.
- WAVE (Mobile Devices Radio Use):
 - Questions about App messages and TG recording from user agency. Motorola stores messages for 30 days and system would record production talkgroups. In app TGs like WAVE1 are treated like Simplex, not recorded.
 - 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-
 - WCSO East Facility, HBFD Station 5. Working on replacements.
 - HBFD Station 9
 - Working with AHJs on tracking, tools, annual inspection confirmation, and follow up.
- OTHERS and REMINDERS:
 - WCCCA Equature upgrades planned for MAY 2026.
 - Please create internal distro for radionotifications@domain.com ; tapoutnotifications@domain.com ; cadnotifications@domain.com
 - We started using and have reached out to a few agencies that had email kickbacks. All seems to be functioning.
 - 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.
 - Wash Co DA requesting to provide DPI a radio for a new checkpoint in juvenile building. WCCCA working with Lt Baker (WCSO) on ownership agency, approvals, and programming. Planning to provide ONLY WC CRT SEC talkgroup.
 - TDH (C800 Radio Site)-Working on a monitor for AC Power. We are seeing weekly power hits on Wednesday mornings.

Facilities Team

Activity and Projects:

- Pine Farm Facility
 - A new hot water mixing valve was replaced in the potable water system. It was discovered that metal filings had been left in the piping, inhibiting a substantial amount of hot water flow to the entire building.
 - A candidates for the open Facilities position was selected and is entering the background check phase of the hiring process.
- Site Maintenance Status
 - Griffith Roofing will be providing cost estimates for C800 shelter asphalt roofs.
 - Radio site maintenance for February was completed apart from sites there were still snowed in.
- Site Power Status
 - The ATS at the Sandy radio site has malfunctioned and is awaiting new firmware and software updates from the manufacturer.
- Site Security Status
 - No new issues to date.
- Vehicles
 - Fleet vehicle PMs were completed for the month of February.
- Special Projects
 - No updates.

Information Technology Team

Activity and Projects:

- **CAD Maintenance**
 - February CAD Maintenance was successful with all systems receiving latest security patches.
- **CAD Services**
 - TEST CAD System was updated to version 25.10
 - Planned CST meetings on site in March
 - MAJCS Tech and Ops meetings are ongoing with role assignments and noting milestones with possible roadblocks. User meeting identified concern regarding timelines for end user training.
- **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.
 - PC refresh started for WCCCA staff.

Washington County
Consolidated Communications Agency

KPI's



Key Performance Indicators (KPI)

Feb 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 (12,646)

(includes call filter processing time)

Diff from
Previous Year



41.9% (5,296) of the calls answered in 15s - standard is 90% in 15s.

↑ 1.1%

64.8% (8,193) of the calls answered in 20s - standard is 95% in 20s.

↓ 0.0%

911 Phone Lines by Type

Wireline - Total (2,649)

(8 dedicated trunk lines)



82.2% (2,177) of the calls answered in 15s - standard is 90% in 15s.

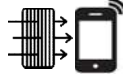
↑ 1.3%

87% (2,305) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.3%

Wireless - Total (9,997)

(10 trunk lines includes automated call filter process time)



31.2% (3,119) of the calls answered in 15s - standard is 90% in 15s.

↑ 0.3%

58.9% (5,888) of the calls answered in 20s - standard is 95% in 20s.

↓ -0.7%

Wireless - Staff Time (9,997)

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



81.9% (8,190) of the calls answered in 15s - standard is 90% in 15s.

↑ 0.8%

87.3% (8,724) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.6%

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.)



75.7% of 31 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 21.7%



61.2% of 57 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↓ -9.3%



61.3% of 3,197 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -0.5%



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

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



81.6% of 31 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↑ 17.9%



63.1% of 57 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↓ -10.3%



48.6% of 3,197 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↑ 0.6%



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 31 Police Priority 1 calls dispatched in 25s-goal is 90% in 25s.

↓ -6.5%



66.1% of 57 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↑ 8.6%



94% of 3,197 EMS Code 3 calls dispatched in 25s-goal is 90% in 25s.

↓ -0.2%

911 Call Volume Comparison⁵

YEAR	WK 49	WK 50	WK 51	WK 52	WK 53	WK 1	WK 2	WK 3	WK 4	WK 5	WK 6	WK 7	WK 8
2026	0	0	0	0	0	1,826	3,986	3,914	4,594	3,968	4,146	4,280	3,922
2025	3,790	4,378	4,531	4,033	2,230	2,204	4,102	4,163	4,204	4,084	3,996	3,824	4,019
2024	3,989	4,271	4,282	4,050	1,637	3,320	4,762	4,874	3,931	3,998	3,701	3,749	3,747

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)

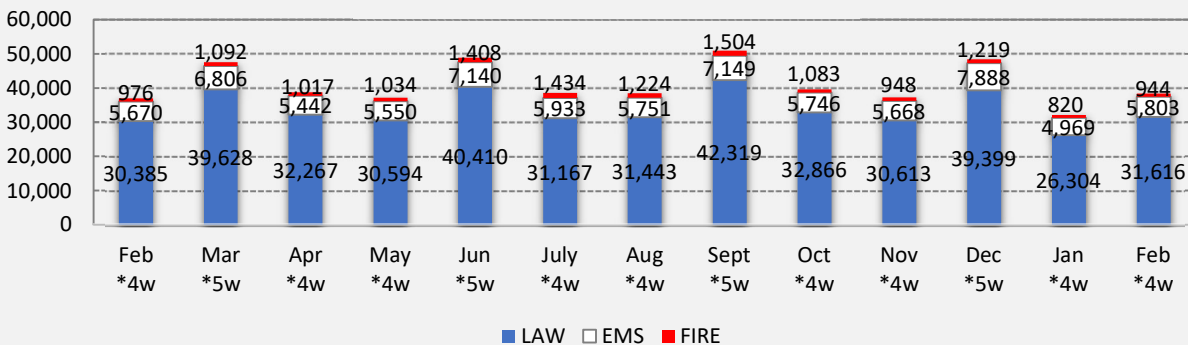
Feb 2026

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	144	183	-21.31%	285	
	Priority 2	2,884	2,904	-0.69%	5,322	
	Priority 3	4,071	4,268	-4.62%	7,577	
	Priority 4	3,597	3,833	-6.16%	6,708	
	Priority 5	3,388	3,230	4.89%	6,363	
	Priority 6	0	0	0.00%	0	
	Priority 7	45	43	4.65%	90	
	EMS	5,685	5,535	2.71%	10,575	
	FIRE	928	948	-2.11%	1,725	
Self-Initiated (In-Field)						
	EMS	118	135	-12.59%	197	
	Fire	16	28	-42.86%	39	
	Law	17,487	15,924	9.82%	31,575	
Totals						
	Total EMS	5,803	5,670	2.35%	10,772	
	Total Fire	944	976	-3.28%	1,764	
	Total Law	31,616	30,385	4.05%	57,920	
	Total	38,363	37,031	3.60%	70,456	

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)

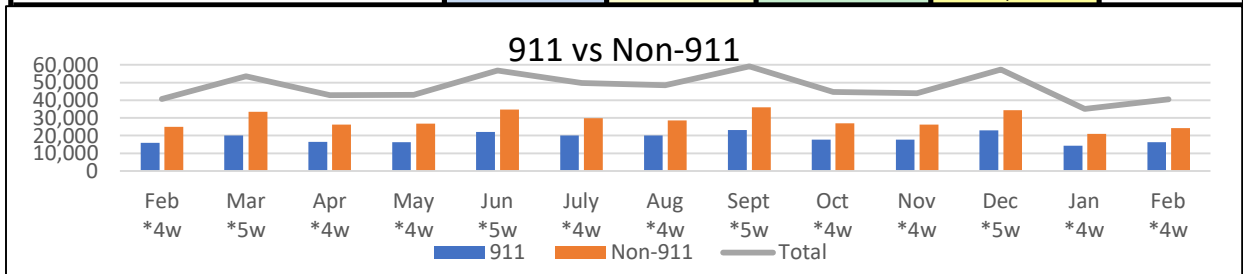
Feb 2026

Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	2/16-Mon	Bus. Hour	10:00	All Calls	196
Call-taking times for EMS-related Code 1 incidents have decreased from the previous month, as well as a notable decrease in average call answer times.					
	Feb 2026	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	13,416	13,300	0.87%	25,578	
Cellular - % of all 911 calls	82.23%	83.53%	-1.30%	83.49%	
911 Wireline (WL)	277	357	-22.41%	510	
911 VOIP	1,905	1,584	20.27%	3,279	
TLMA / Other	54	32	68.75%	382	
No Class of Service (NC)	664	650	2.15%	1,177	
911 Wireline (WL) - Total All	2,900	2,623	10.56%	5,348	
WL, VOIP, TLMA, NC - % of all 911	17.77%	16.47%	1.30%	17.46%	
911 TEXT	57	66	-13.64%	122	
(AE) 911 TEXT	31	39	-20.51%	79	
Abandoned 911 Calls	3,670	911 Average Talk Time (mm:ss)		03:13	
Average Abandon Percent	22.47%	911 Total Talk Time hh:mm:ss		582:54:33	
Abandoned Time Sec - Median 50%	6				

Non- Emergency Telephone Activity							
Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
19,530	1,296	732	911	0	104 / 0	1,473	4,845
Total Telephone Activities		Feb 2026	Prior Yr.	% Change	YTD		
911 Emergency		16,316	15,923	2.47%	30,636		
Non - Emergency		24,375	24,943	-2.28%	45,259		
Total Phone Traffic		40,691	40,866	-0.43%	75,895		



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)

Feb 2026

Roll-up

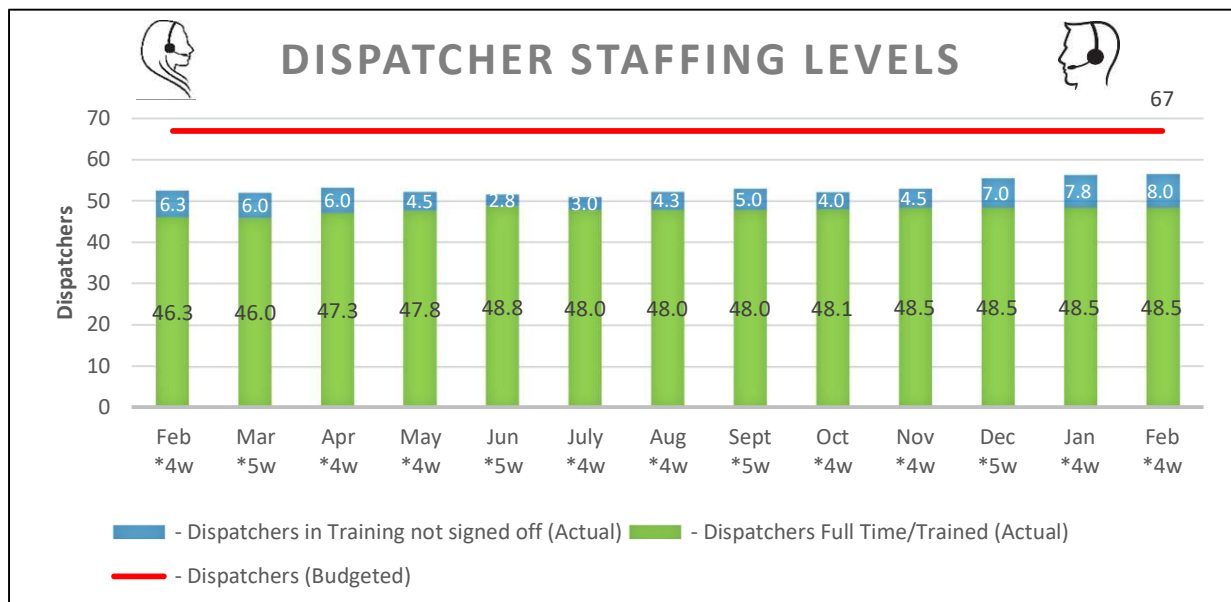
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	Feb 2026		Prior Year	
	Count	Percent	Count	Percent
Presented	12,748		12,429	
Accepted	9,674	75.89%	9,491	76.36%
Acpt - VOX	6,972	72.07%	6,838	72.05%
Acpt-DTMF	2,702	27.93%	2,652	27.95%
Rejected	167	1.31%	109	0.88%
Hang up	2,907	22.80%	2,829	22.76%
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		8.0
Technical Services	18.5	17.5
Total	105.10	93.1

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





Key Performance Indicators (KPI)

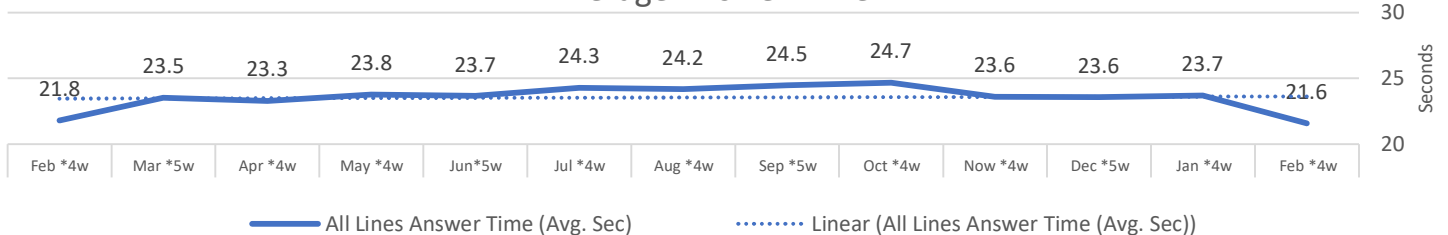
Feb 2026



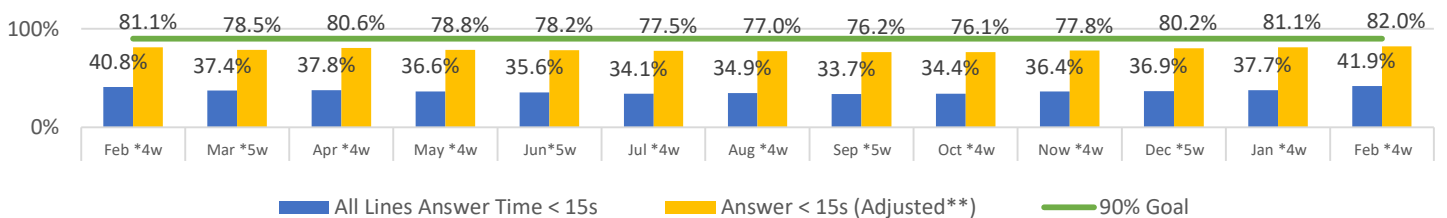
Timed Performance
Timed Performance (911 Calls)

Average Answer Times	Feb 2026	Prior Year	YTD (avg)
All Lines (avg sec)**	21.6	21.8	22.6
- Wire Line (avg sec)	10.8	11.5	11.2
- Wireless (avg sec)**	24.5	24.3	25.4
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	41.9%	40.8%	39.8%
Wire Line (% at 15s or less)	82.2%	80.9%	81.5%
Wireless (% at 15s or less)**	31.2%	30.9%	29.8%
All Lines (adjusted)***	82.0%	81.1%	81.6%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	64.8%	64.8%	62.8%
Wire Line (% at 20s or less)	87.0%	85.7%	86.5%
Wireless (% at 20s or less)**	58.9%	59.6%	57.2%
All Lines (adjusted)***	87.2%	85.7%	87.0%

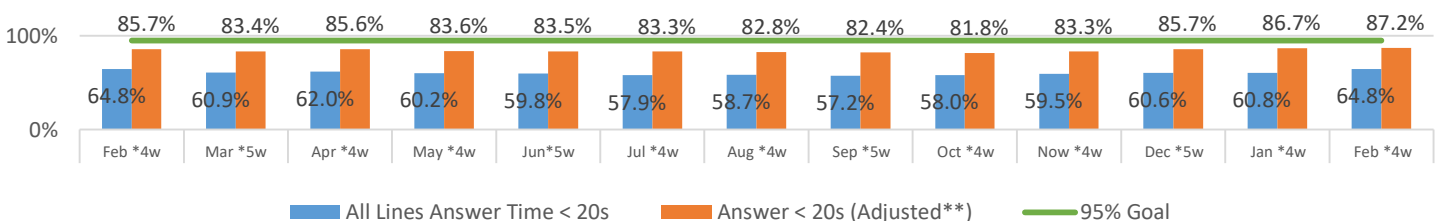
Average Answer Time



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)

Feb 2026

Roll-up

Timed Performance

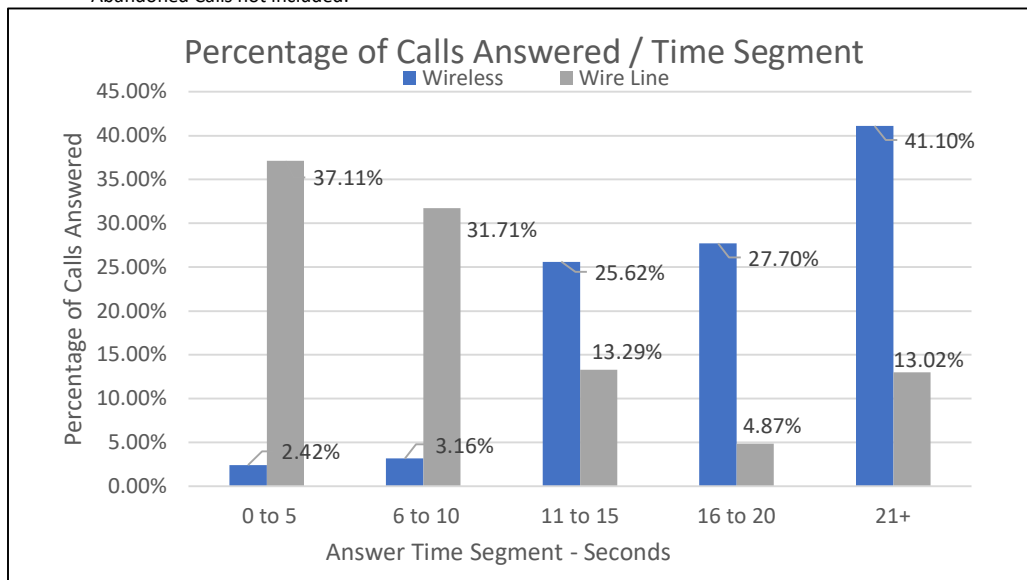


Wire Line 911 Answer Times^ - Land Line					
Count of Calls per Answer Time Segment Seconds					
0 to 5	6 to 10	11 to 15	16 to 20	21+	Total
983	840	352	129	345	2,649
37.11%	31.71%	13.29%	4.87%	13.02%	100.00%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:04	00:07	00:12	00:26	
Longest Wait Time Duration (mm:ss)	02:03	Date / Time	2/7-Sat	19:54:34	

^ - 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+	Total
242	316	2,561	2,769	4,109	9,997
2.42%	3.16%	25.62%	27.70%	41.10%	100.00%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:15	00:19	00:26	00:46	
Longest Wait Time Duration (mm:ss)	02:21	Date / Time	2/14-Sat	23:15:30	

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

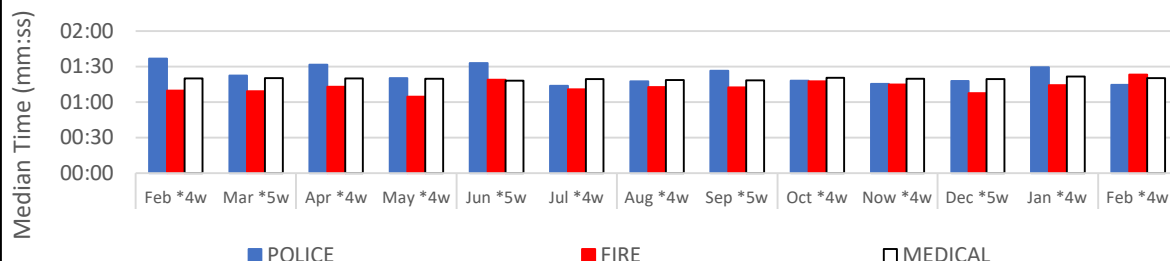
Feb 2026

Roll-up

High Priority Incidents -Timed Performance

Police - Incidents ***				Feb 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			01:04	01:03	1.59%	00:54
	Incident Creation to Dispatch			00:26	00:22	18.18%	00:25
	Call Answer to Dispatch			01:20	01:37	-17.31%	01:23
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	31	0.47%	01:08	01:20	02:13	04:30	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	0	5	12	5	3	1	5
Fire Incidents ***				Feb 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:57	00:48	18.75%	00:59
	Incident Creation to Dispatch			00:21	00:23	-7.69%	00:21
	Call Answer to Dispatch			01:21	01:10	16.13%	01:19
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	57	20.80%	01:05	01:21	01:40	02:20	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	0	9	27	12	6	2	1
Medical Incidents ***				Feb 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:07	01:07	-0.15%	01:07
	Incident Creation to Dispatch			00:11	00:11	-1.79%	00:11
	Call Answer to Dispatch			01:20	01:20	0.00%	01:21
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	3197	63.72%	01:01	01:20	01:49	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	26	724	1207	630	446	119	45

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

Feb 2026

Roll-up

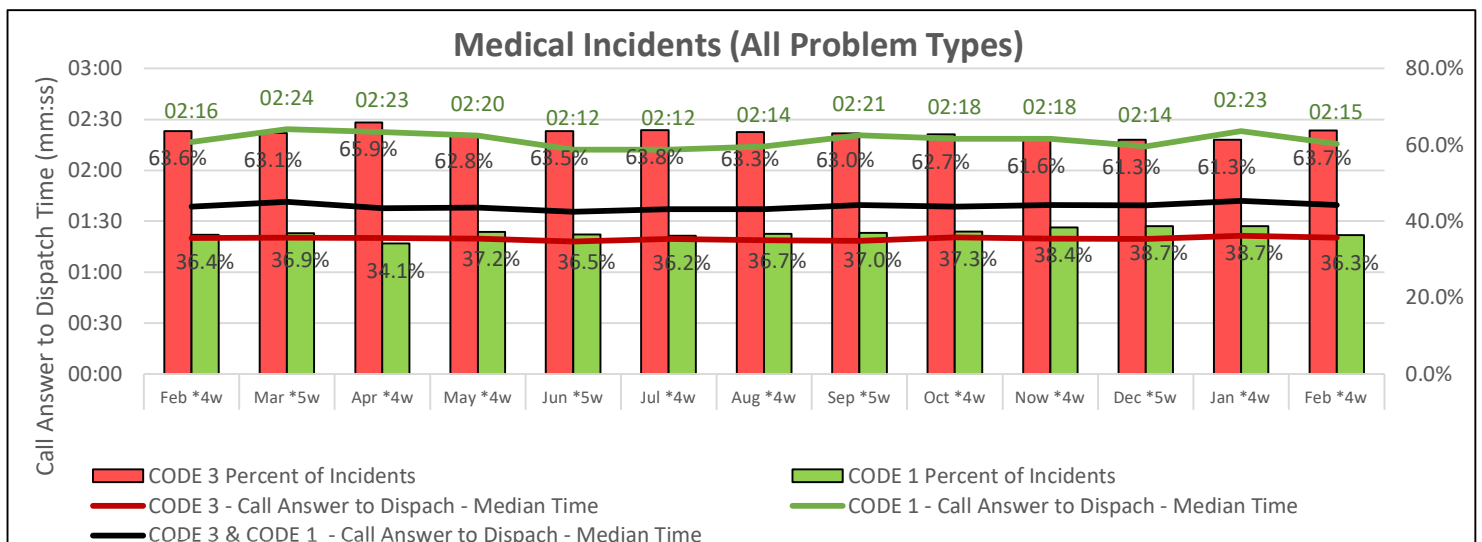
Top Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2025											2026	
		2	3	4	5	6	7	8	9	10	11	12	1	2
SK - SICK PERSON	660.1	653	665	645	666	671	707	728	670	700	569	592	682	633
CH - CHEST PAIN/HEART	481.3	415	508	500	487	454	511	486	472	479	466	555	515	409
FA1 - FALLS C1	424.0	361	395	370	460	476	417	439	416	429	438	445	479	387
BR - BREATHING PROBLEM	366.8	401	379	380	390	341	335	289	325	340	331	417	433	408
FA1B - FALL BLS	336.0	282	342	329	343	341	349	335	344	354	319	341	378	311
FA - FALL	292.5	283	257	285	306	270	318	356	290	335	270	291	275	266
SK1 - SICK PERSON C1	289.6	252	270	244	271	268	325	302	271	310	342	337	289	284
SK1B - SICK/UNKOWN BLS	288.3	384	259	261	298	251	299	267	303	282	247	259	322	316
TAI - TRAFFIC ACCIDENT INJURY	249.8	242	223	208	249	255	262	256	285	285	234	276	250	222
TAU - TRAFFIC ACCIDENT UNK INJ	220.0									220				
UN - UNCONSCIOUS/FAINTING	208.0	202	180	201		229	228	215	206		210	219		190
CVA - STROKE	202.3				199	192							216	

Timed Performance

Medical Incidents (All Problem Types)***				Feb 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:07	01:07	-0.15%	01:07
	Incident Creation to Dispatch			00:11	00:11	-1.79%	00:11
	Call Answer to Dispatch			01:20	01:20	0.00%	01:21
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	3197	63.7%	01:01	01:20	01:49	02:30	
CODE 1	1820	36.3%	01:50	02:16	02:59	03:52	
ALL	5017	100%	01:10	01:40	02:20	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	26	724	1207	630	446	119	45
CODE 1	3	20	187	439	732	281	158
ALL	29	744	1394	1069	1178	400	203

Medical Incidents (All Problem Types)





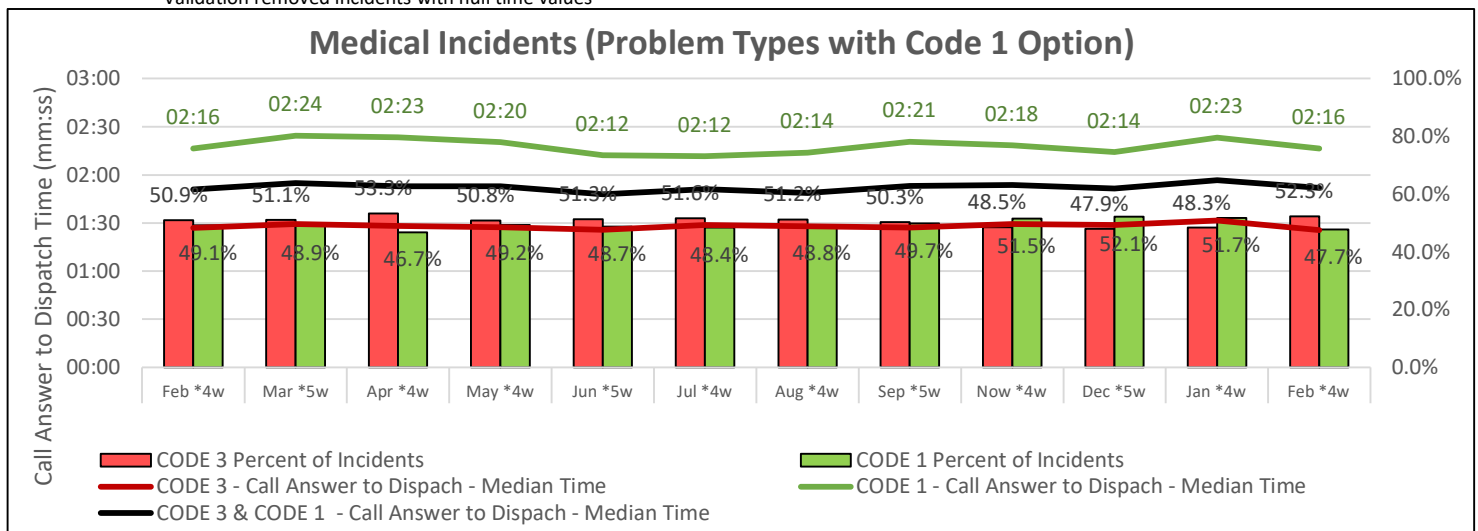
Key Performance Indicators (KPI)

Feb 2026

Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				Feb 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:13	01:14	-1.68%	01:15
	Incident Creation to Dispatch			00:11	00:11	-4.35%	00:12
	Call Answer to Dispatch			01:26	01:27	-0.86%	01:29
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	1995	52.3%	01:07	01:26	01:58	02:38	
CODE 1	1820	47.7%	01:50	02:16	02:59	03:52	
ALL	3815	100%	01:20	01:52	02:32	03:20	
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	10	342	735	444	334	95	35
CODE 1	3	20	187	439	732	281	158
ALL	13	362	922	883	1066	376	193

*** 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)

Feb 2026

Roll-up

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

Medical - CHOKING ***				Feb 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:07	00:39	74.03%	01:08
	Incident Creation to Dispatch			00:10	00:10	2.56%	00:09
	Call Answer to Dispatch			01:16	00:51	50.50%	01:18
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	13	NA	01:10	01:16	02:02	02:05	
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	6	1	3	1	0

Medical - CPR ***				Feb 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:56	01:00	-6.67%	00:55
	Incident Creation to Dispatch			00:10	00:11	-6.98%	00:11
	Call Answer to Dispatch			01:07	01:12	-6.94%	01:08
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	123	NA	00:55	01:07	01:26	01:54	
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	44	52	13	10	2	0

Medical - PREGNANCY / CHILDBIRTH ***				Feb 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:18	01:44	-24.82%	01:12
	Incident Creation to Dispatch			00:10	00:12	-16.67%	00:11
	Call Answer to Dispatch			01:26	01:55	-25.22%	01:23
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	17	NA	01:15	01:26	02:18	02:48	
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	7	2	6	0	0

