

TECHNICAL ADVISORY COMMITTEE MEETING

Wednesday • October 14th, 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, August 13, 2026* 3

Additions and/or Deletions of Agenda Items

Committee Reports

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

Old Business

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

New Business

- A. Code One Readbacks. (Miller)
- B. OPS Manager Transition (Foster)
- C. WCN Talk Group – PSU Police* (Floyd)
- D. Next Meeting: November 11th, 2026

Staff Report

Good of the Order

* Requires Action

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

Upcoming Meetings | Events at WCCCA:

CEO Board Meeting: October 15, 2026

**Washington County
Consolidated Communications Agency**

Minutes

Washington County Consolidated Communications Agency
TECHNICAL ADVISORY COMMITTEE
Meeting Minutes
Wednesday, August 12, 2026

Present	Capt. Ed Mastripolito, Beaverton PD CMD Brian Wilber, Hillsboro PD CMD Brad Sittin, Tigard PD Dist. Chief Ryan Robinson, TVF&R Brian Phillips PSSTG Eric Kennedy, Tech Services Director, TVF&R CMD Jordan Weston, WCSO Kevin Kane, PSSTG WCSO Becky Naugle, PSSTG	Staff Present	Jennifer Reese, Assist. Director Jennifer Kilcoin, HR Manager Kim Foster, Operations Manager Justin Haines, IT Supervisor Curtis Floyd, Radio Services Sup. Barbi Denman, Admin. Specialist
Guest	Cody Traub, Patrol CMD, Hillsboro PD Charles Miller, EMS, WC		

Call to Order The meeting was called to order at 10:01 am by Vice Chair Wilber.

Approval of Minutes May 2026 Minutes moved to October 2026 for approval, due to no quorum.

Additions/Deletions NA

Committee Reports **Police Users Group (Foster)**

- Reminder: Please enter both radio numbers when signing on.
- Discussion regarding Ava.
 - Ava cannot see whether an Officer is on duty or not.
 - Wilber asked if Ava could make a call for service?
 - Ava can be asked to email or call a number directly.

Ava Statistics: Presented by Jennifer Reese

Approximately July 2nd through August 12th.

- Total number of calls received by Ava: 27,664 calls.
- Of those, 9,885 of the calls were sent back to Dispatch. (35%)

Fire Users Group – No Update

PSSTG (Naugle)

- In June, replication was discussed. Each Agency will need to replicate.
 - Currently, Beaverton, Washington County and Hillsboro are using replication.

- During July's regular meeting, Beaverton asked to bring back to the table, Federal Activity.
 - Formalized proposal to follow.
 - Requesting clarity.

WCSO and Beaverton PD mentioned possible decrease due to World Cup activity, there has been a seen decrease in local Federal activity.

EMS Users Group (Reese) – No Update

Old Business

System Status

Activity and Projects:

Radio (Floyd)

- Motorola project – Dispatch consoles completed in June.
- Dispatch consoles to be upgraded in August.
- Motorola's maintenance has started up again.
- USDD/ATX upgrades have been completed.
- Microwave PMs were completed. Involved some severe issues.
 - Network is back to stability.
- Focusing on CSO, PMs.
- Team has been working on portable radios over the last few weeks, approximately 100 left.
- Working on Fleet radios this week and next.
- WAVE is in full swing. If anyone needs a license:
 - Please send an email with the following:
 - Email address
 - Phone number for the unit that is receiving the WAVE.
 - Requestors name.
- WCCCA's Equature upgrades are complete.
- Discussions on Clackamas Fire OPS channels are going FULL encryption.
 - In June, WCCCA reached out to Clackamas Fire to see what their full needs are, and what the user wants.
 - Follow up in August to discuss.

Fire Update: Floyd

Currently, there is a fire at Oak Grove Butte radio site. The IC onsite for forestry is prepping our site for trees, brush and debris removal.. Keeping a 25-foot barrier, by cutting back a few trees. They have also been laying down retardant around the site. As of this morning, cameras are showing no fires.

Facilities (Floyd)

- Potable water storage tank was cleaned and inspected in May.
 - The annual inspection will require maintenance on the inside coating of the tank.
- Entrance control replacement work is being completed by Christiansen Electric.
 - Replacing all biometric readers will require an ID card and Pin.

- Griffith Roofing is completing re-roofing the Sandy and Crutcher Bench radio sites.
- Working on battery cell replacements at a few sites.
- Started working on clearing forestry land.
 - Landowner reported another occurrence at the Crutcher Bench gate; it is being left open.
- New Explorer was purchased and being updated.
- Also new truck was ordered and being worked on over the next few weeks.

IT (Haines)

- July and August CAD maintenance was successful.
- Still meeting and working with Central Square for the CAD upgrade.
 - CAD upgrade is now scheduled for February 2027.
- The new CAD authentication system (CIM) has been installed in the test system.
- CST and Motorola are still working on the new version of radio API integration.
- Aurelian Non-Emergency AI call taking system went live in July.
- Moving through final steps of migration to our new work order tool.
 - WCCCA contacted Naugle of PSSTG, she will start testing the on-boarding process of users for submitting new users.
- PC refresh is completed.
- Recently discussed at PUG, the MDC map base layer publishing.
 - WCCCA IT is sending out packets for data gathering and testing.

New Business

NA

Staffing

Staffing Report (Kilcoin)

Next Meeting

Adjournment

- 54 of 67 Dispatchers
- Call Taker Trainee started at the end of July, is just finishing the in-house academy.
- Recent large recruitment, closed at the end of July, resulting in over 220 applicants. These are being reviewed now. Looking at an October hiring group. We will have a hiring group scheduled for January 2027.
- WCCCA is working with a hiring consultant.
 - They have completed an audit, with good feedback.
- Recently completed an internal Lead promotion process.
- Operations Manager recruitment is underway. Foster has retired and is working back.
 - 26 applications were received.
 - 7 applicants have been scheduled for panel interviews.
 - Potential start date, late September, early October.

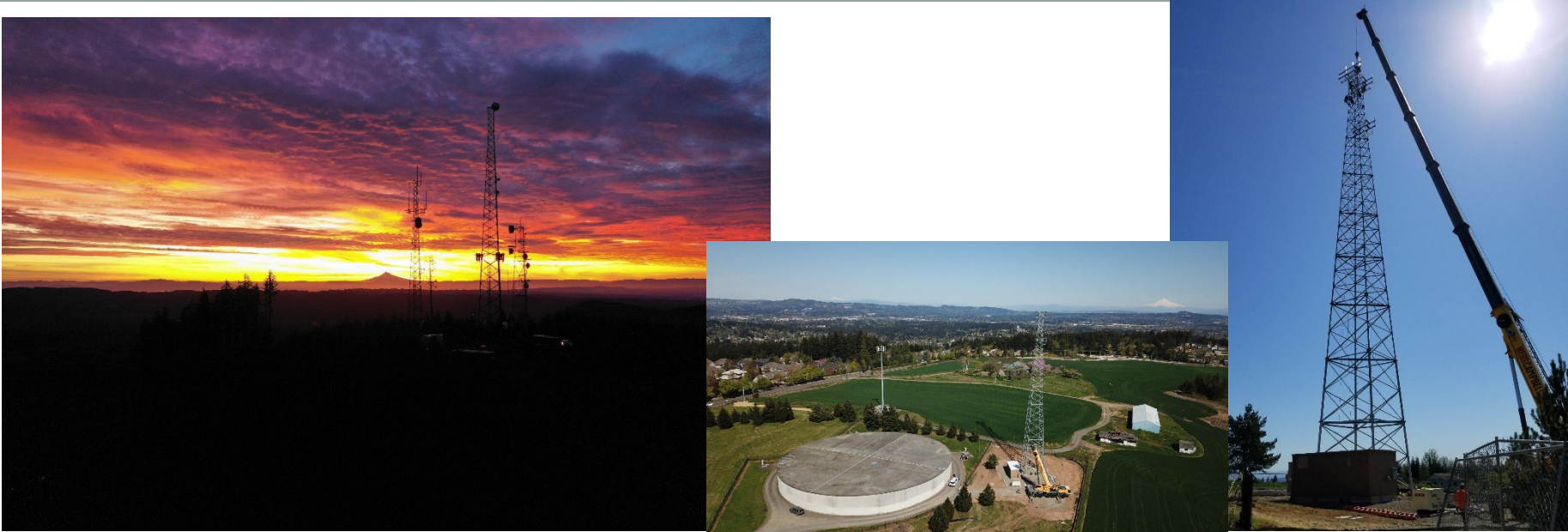
Denise Amber Lee training is September 7th, 9th, and 11th, at WCCCA.

- There were a lot of faux pas that happened throughout the whole process, from the first call placed to Dispatch and the Police.
- Denise's husband has been teaching how to fix communication issues.
- This is great training and impacts us all.
 - There are open slots in each of the three individual classes. (0800-1700)
- A memo will be emailed to TAC later today.

The next TAC meeting is scheduled for Wednesday, October 14, 2026, at 10:00 am.
Vice Chair, Wilber, adjourned the meeting at 10:55 am.

**Washington County
Consolidated Communications Agency**

Old Business



WCN SYSTEMS

Technical Services

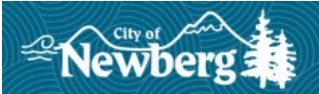
Manager: Mark Buchholz

Radio: Curtis Floyd

Facilities: Ted Leach

IT: Justin Haines

Activity for: SEPTEMBER 2026



Radio Team

Activity and Projects:

- Motorola Projects: Oct Quarterly patches on OCT 26-27 for short system outage.
 - Disp Console Upgrades complete.
 - Removed equipment disposition. C800 Equipment delivered. WCCCA complete.
- Site Preventative Maintenance: All sites complete for 2026. Includes RF sites, Conventional sites, and Disp Sites.
- Station Alerting: Working with TVFR and LOFD on station rebuilds and temp setups. Monthly confirmation of backup paging to be sent out.
- Backhaul: Working with Network Vendor on software-WCCCA will begin backhaul switch firmware updates in OCT.
- Microwave: No Updates
- Preventative Maintenance (Member agencies)
 - CCSO is continuing to cycle radios into WCCCA for PM
 - WCSO 83% COMPLETE; about 7 weeks of on-site time with WCSO Patrol and Fleet.
 - Reprogramming effort for Clack Fire District APX8000s- OTAP Complete
 - WC LUT in planning phase of PMs at Fleet.
- DVRS: LOPD (One test vehicle set up)
 - HBFD working on some programming changes on operational use.
- WAVE: No Updates.
- BDA/DAS- No Updates
- OTHERS and REMINDERS:
 - JOT Form: on-line. <https://forms.office.com/g/uY1tn0sbbK> (QR Code can be provided)
 - Working with Slatercom on tower lighting and FAA/ODVA assessments for multiple C800 sites and WCCCA Pinefarm filing.
 - ORNI Laptops 9 of 10 online. Working on distribution and connection with M.Smith (CCOM) using SD-WAN.
 - GMRS Repeater at Hoodland Fire Station (BRI) and Parrett- In discussion
 - System Sharing agreement with SW7 for Eugene and BVPD Motors, in progress.
 - Encryption sharing agreement with Salem, in progress.
 - AMTRAK MOU, in progress.
 - Tom,Dick,Harry power reconfig planned for Oct 13th with IES.

Facilities Team

- Entrance Controls/Christenson Electric has replaced the new card readers a second time to bring all readers to the same current version because of inconsistent operation at several locations in the facility. It has since been determined there is a grounding issue with the controls panel that will be addressed soon.
- Exposed conduit burial and road repairs were completed at the Crutcher Bench radio site in September.
- Radio site maintenance for September was completed in both counties.
- The power distribution at TD&H is being reconfigured to remove power interruptions and overloading on Ski Bowl's backup generator.
- OGB road access through the Austin fire has re-opened with an ODF permission application.
- The 2026 Ford F350 canopy cover and other accessories are still on order to complete the outfitting of the vehicle.
- Roof walk off mats will be installed at WCCCA during October.

Information Technology Team

- Sept CAD Maintenance was successful with all systems receiving latest security patches.
- 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.(Resolved 18SEP26)
- CST and Motorola working on APIs for interfaces
- Aurelian Non-Emergency AI Call taking system went live in July.
- 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

**Washington County
Consolidated Communications Agency**

KPI's



Key Performance Indicators (KPI)

Aug 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 (13,729)

(includes call filter processing time)

Diff from
Previous Year



34.9% (4,792) of the calls answered in 15s - standard is 90% in 15s.

↓ 0.0%

56.7% (7,785) of the calls answered in 20s - standard is 95% in 20s.

↓ -2.0%

911 Phone Lines by Type

Wireline - Total (2,284)

(8 dedicated trunk lines)



77.1% (1,762) of the calls answered in 15s - standard is 90% in 15s.

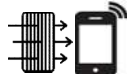
↓ -1.2%

82% (1,874) of the calls answered in 20s - standard is 95% in 20s.

↓ -1.7%

Wireless - Total (11,445)

(10 trunk lines includes automated call filter process time)



26.5% (3,030) of the calls answered in 15s - standard is 90% in 15s.

↑ 0.0%

51.6% (5,911) of the calls answered in 20s - standard is 95% in 20s.

↓ -2.1%

Wireless - Staff Time (11,445)

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



75.5% (8,644) of the calls answered in 15s - standard is 90% in 15s.

↓ -1.2%

81.2% (9,293) of the calls answered in 20s - standard is 95% in 20s.

↓ -1.4%

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

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



69.2% of 40 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 5.4%

62.5% of 75 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↓ -3.8%

60.6% of 3,081 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -2.3%



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

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



72.7% of 40 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↑ 2.4%



61.3% of 75 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↓ -11.1%



48.7% of 3,081 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↓ -2.2%



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

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



57.9% of 40 Police Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↓ -14.8%



70.6% of 75 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↓ -2.4%



93.3% of 3,081 EMS Code 3 calls dispatched in 25s - goal is 90% in 25s.

↓ -0.5%

911 Call Volume Comparison⁵

YEAR	WK 22	WK 23	WK 24	WK 25	WK 26	WK 27	WK 28	WK 29	WK 30	WK 31	WK 32	WK 33	WK 34
2026	4,172	4,365	4,263	4,697	4,509	4,413	4,443	4,294	4,407	4,260	4,333	4,411	4,221
2025	4,198	4,326	4,921	4,418	4,246	4,839	4,896	5,317	5,080	5,494	5,189	4,970	4,417
2024	4,283	4,460	4,303	4,622	4,522	4,594	4,910	4,993	4,516	4,539	4,358	4,144	4,048

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)

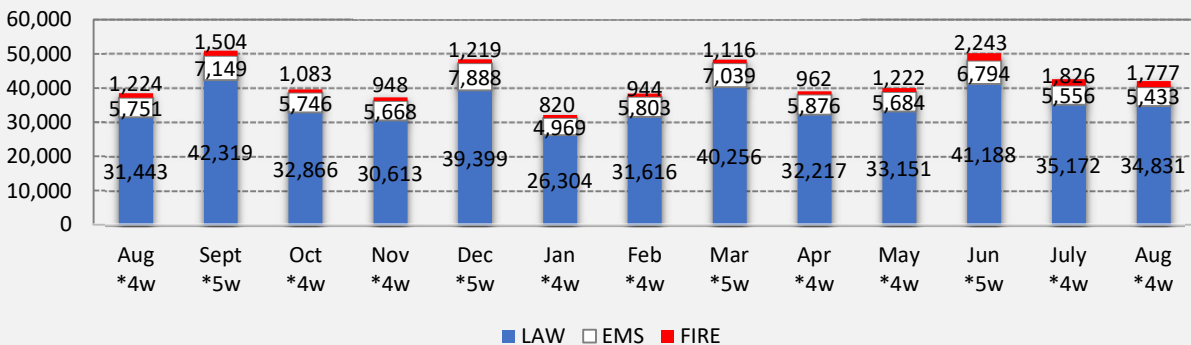
Aug 2026

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	176	203	-13.30%	1,479	
	Priority 2	5,367	3,366	59.45%	30,295	
	Priority 3	4,840	4,726	2.41%	37,953	
	Priority 4	4,186	4,170	0.38%	32,658	
	Priority 5	5,391	4,203	28.27%	34,407	
	Priority 6	0	3	-100.00%	2	
	Priority 7	32	35	-8.57%	370	
	EMS	5,329	5,613	-5.06%	46,219	
	FIRE	1,701	1,192	42.70%	10,553	
Self-Initiated (In-Field)						
	EMS	104	138	-24.64%	935	
	Fire	76	26	192.31%	357	
	Law	14,839	15,876	-6.53%	137,571	
Totals						
	Total EMS	5,433	5,751	-5.53%	47,154	
	Total Fire	1,777	1,218	45.89%	10,910	
	Total Law	34,831	32,582	6.90%	274,735	
	Total	42,041	39,551	6.30%	332,799	

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)

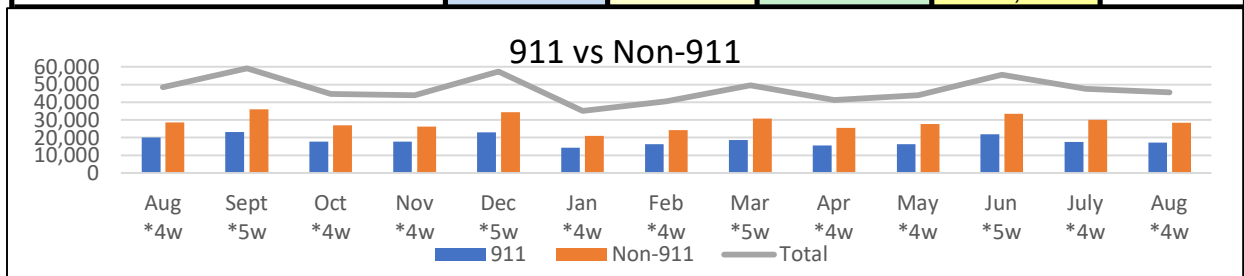
Aug 2026

Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	8/8-Sat	Bus. Hour	16:00	All Calls	208
EMS-related Code 1 call-taking times slightly increased, and overall call answer remained steady at 25 seconds, which includes call filter times. NOTE: All non-emergency call answering system kept or processed are included in NonE counts					
	Aug 2026	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	14,740	17,604	-16.27%	116,248	
Cellular - % of all 911 calls	85.57%	87.71%	-2.14%	84.17%	
911 Wireline (WL)	259	306	-15.36%	2,570	
911 VOIP	1,555	1,535	1.30%	13,781	
TLMA / Other	33	29	13.79%	382	
No Class of Service (NC)	638	596	7.05%	5,188	
911 Wireline (WL) - Total All	2,485	2,466	0.77%	21,921	
WL, VOIP, TLMA, NC - % of all 911	14.43%	12.29%	2.14%	15.87%	
911 TEXT	77	79	-2.53%	756	
(AE) 911 TEXT	59	49	20.41%	444	
Abandoned 911 Calls	3,496	911 Average Talk Time (mm:ss)		03:06	
Average Abandon Percent	20.28%	911 Total Talk Time hh:mm:ss		708:57:26	
Abandoned Time Sec - Median 50%	10				

Non- Emergency Telephone Activity							
Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
14,697	1,504	834	1,139	2	86 / 0	1,823	6,294
Total Telephone Activities		Aug 2026	Prior Yr.	% Change	YTD		
911 Emergency		17,225	20,070	-14.18%	138,119		
Non - Emergency		28,385	28,540	-0.54%	221,274		
Total Phone Traffic		45,610	48,610	-6.17%	359,171		



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)

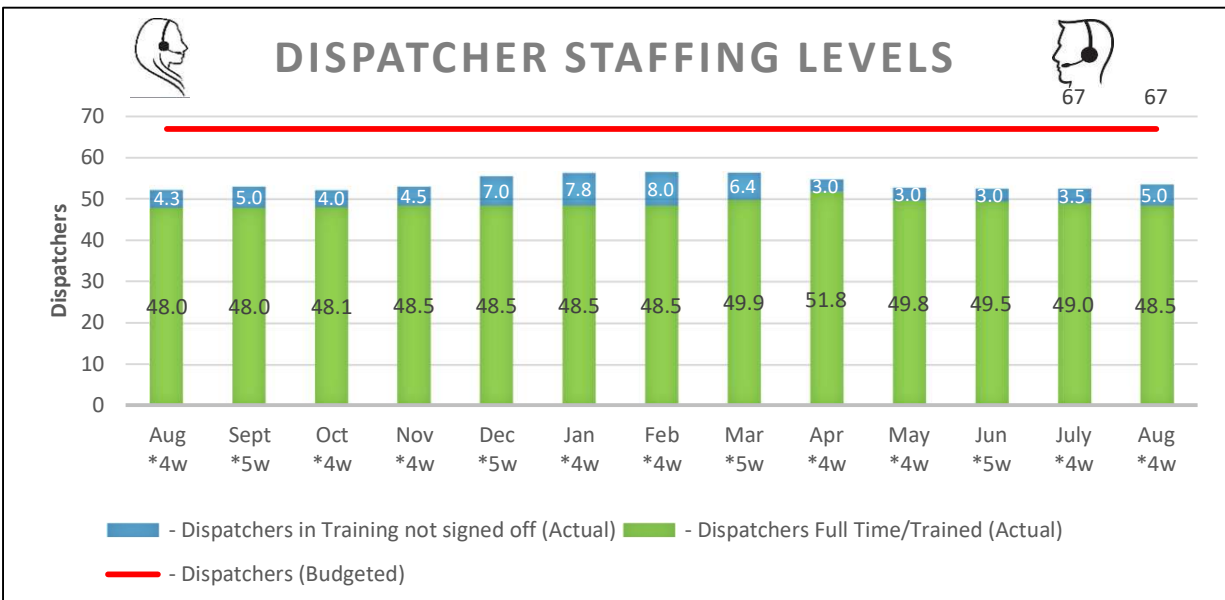
Aug 2026
Roll-up
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	Aug 2026		Prior Year	
	Count	Percent	Count	Percent
Presented	14,083		16,897	
Accepted	11,395	80.91%	11,722	69.37%
Acpt - VOX	8,459	74.23%	8,735	74.52%
Acpt-DTMF	2,936	25.77%	2,987	25.48%
Rejected	169	1.20%	155	0.92%
Hang up	2,519	17.89%	5,020	29.71%
Time in Filter (Median Seconds)	10		10	

Staffing Levels

PERSONNEL		
CLASSIFICATION	FTE Budg*	FTE Act(avg)
Administration (HR,Staff)	9.75	9.5
Operations (Sups/Training)	11.0	9.0
Dispatchers/CT Trained	67.0	48.5
Dispatchers/CT in-training		5.0
Technical Services	19.5	18.5
Total	107.25	90.5

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





Key Performance Indicators (KPI)

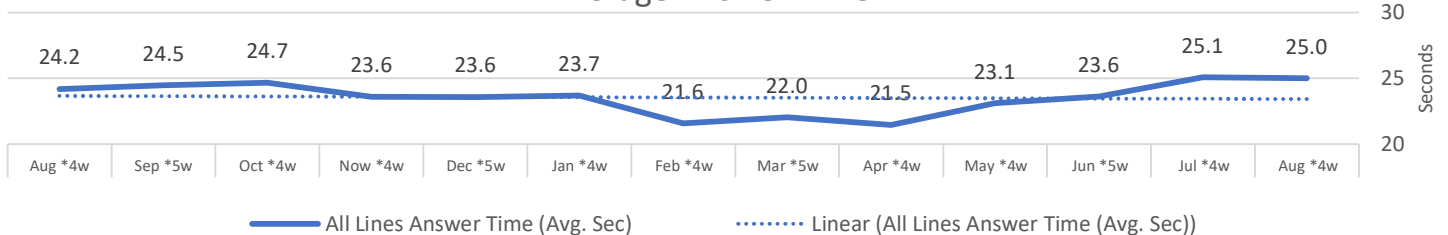
Aug 2026



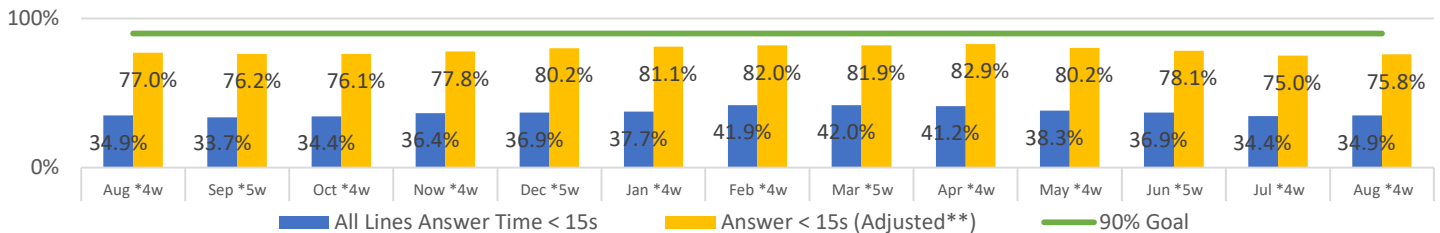
Timed Performance Timed Performance (911 Calls)

Average Answer Times	Aug 2026	Prior Year	YTD (avg)
All Lines (avg sec)**	25.0	24.2	23.2
- Wire Line (avg sec)	13.0	12.4	11.7
- Wireless (avg sec)**	27.4	26.5	25.7
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	34.9%	34.9%	38.4%
Wire Line (% at 15s or less)	77.1%	78.3%	80.3%
Wireless (% at 15s or less)**	26.5%	26.5%	29.2%
All Lines (adjusted)***	75.8%	77.0%	79.6%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	56.7%	58.7%	61.3%
Wire Line (% at 20s or less)	82.0%	83.7%	85.2%
Wireless (% at 20s or less)**	51.6%	53.8%	56.1%
All Lines (adjusted)***	81.4%	82.8%	84.9%

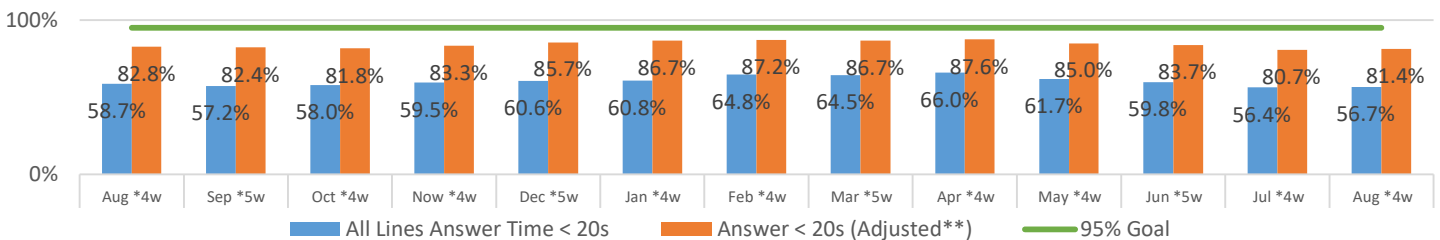
Average Answer Time



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)

Aug 2026

Roll-up

Timed Performance

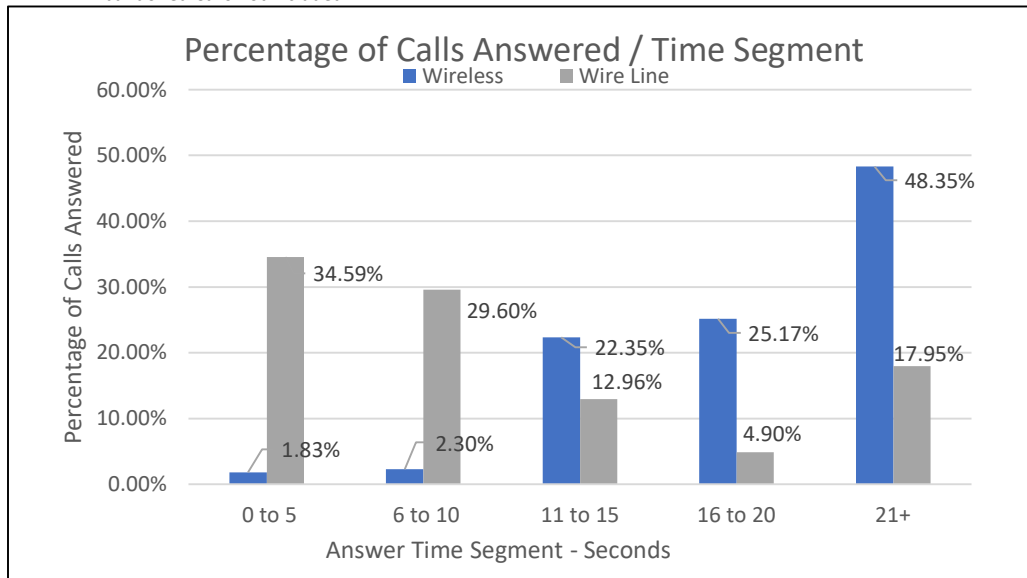


	Wire Line 911 Answer Times^ - Land Line				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	790	676	296	112	410
	34.59%	29.60%	12.96%	4.90%	17.95%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:04	00:08	00:14	00:32	
Longest Wait Time Duration (mm:ss)	01:57		Date / Time	8/19-Wed	13:13:35

^ - 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+
	209	263	2,558	2,881	5,534
	1.83%	2.30%	22.35%	25.17%	48.35%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:15	00:20	00:32	00:52	
Longest Wait Time Duration (mm:ss)	03:02		Date / Time	8/19-Wed	17:55:01

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

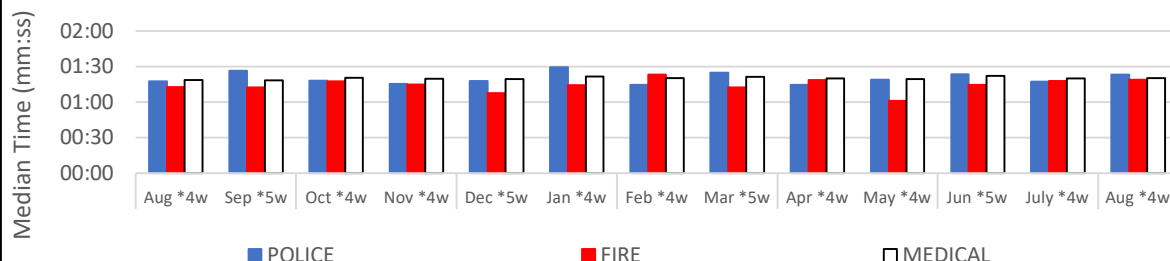
Aug 2026

Roll-up

High Priority Incidents -Timed Performance

Police - Incidents ***				Aug 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:56	00:51	9.80%	00:54
	Incident Creation to Dispatch			00:21	00:21	0.00%	00:22
	Call Answer to Dispatch			01:17	01:18	-0.65%	01:22
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	40	0.66%	01:03	01:17	01:55	02:50	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	9	14	8	7	1	1
Fire Incidents ***				Aug 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:57	00:46	23.91%	00:52
	Incident Creation to Dispatch			00:22	00:21	6.02%	00:20
	Call Answer to Dispatch			01:19	01:12	8.97%	01:16
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	75	20.66%	00:57	01:19	01:54	02:46	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	21	26	12	9	3	3
Medical Incidents ***				Aug 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:06	01:05	1.93%	01:07
	Incident Creation to Dispatch			00:12	00:11	4.35%	00:11
	Call Answer to Dispatch			01:20	01:19	1.59%	01:21
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	3081	60.34%	01:00	01:20	01:50	02:28	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	41	734	1091	605	459	103	48

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

Aug 2026
Roll-up

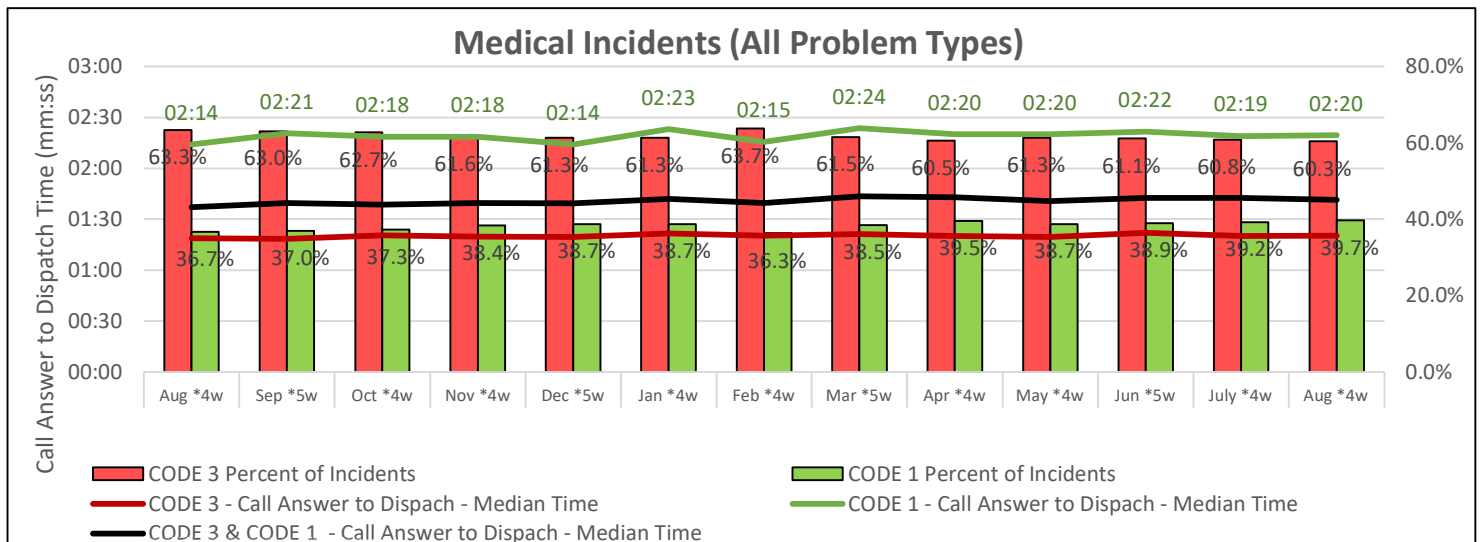
Top Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2025					2026							
		8	9	10	11	12	1	2	3	4	5	6	7	8
SK - SICK PERSON	628.0	728	670	700	569	592	682	633	586	562	614	600	633	595
CH - CHEST PAIN/HEART	487.2	486	472	479	466	555	515	409	520	476	442	443	540	531
FA1 - FALLS C1	456.5	439	416	429	438	445	479	387	435	477	480	463	555	491
BR - BREATHING PROBLEM	359.6	289	325	340	331	417	433	408	408	387	382	316	343	296
FA1B - FALL BLS	336.5	335	344	354	319	341	378	311	336	284	339	353	376	305
SK1 - SICK PERSON C1	318.3	302	271	310	342	337	289	284	320	305	356	345	357	320
FA - FALL	289.3	356	290	335	270	291	275	266	251	250	286	279	338	274
SK1B - SICK/UNKOWN BLS	282.7	267	303	282	247	259	322	316	304	256	284	264	280	291
TAI - TRAFFIC ACCIDENT INJURY	254.0	256	285	285	234	276	250	222	208	241	251	274	246	274
TAU - TRAFFIC ACCIDENT UNK INJ	220.0			220										
CVA - STROKE	216.0						216							
UN - UNCONSCIOUS/FAINTING	214.6	215	206		210	219		190	217	210	217	220	235	222
TR1 - TRAUMA C1	182.0													182

Timed Performance

Medical Incidents (All Problem Types)***				Aug 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:06	01:05	1.93%	01:07
	Incident Creation to Dispatch			00:12	00:11	4.35%	00:11
	Call Answer to Dispatch			01:20	01:19	1.59%	01:21
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	3081	60.3%	01:00	01:20	01:50	02:28	
CODE 1	2025	39.7%	01:47	02:19	02:59	03:56	
ALL	5106	100%	01:10	01:42	02:25	03:14	
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	41	734	1091	605	459	103	48
CODE 1	9	29	215	438	839	303	192
ALL	50	763	1306	1043	1298	406	240

Medical Incidents (All Problem Types)





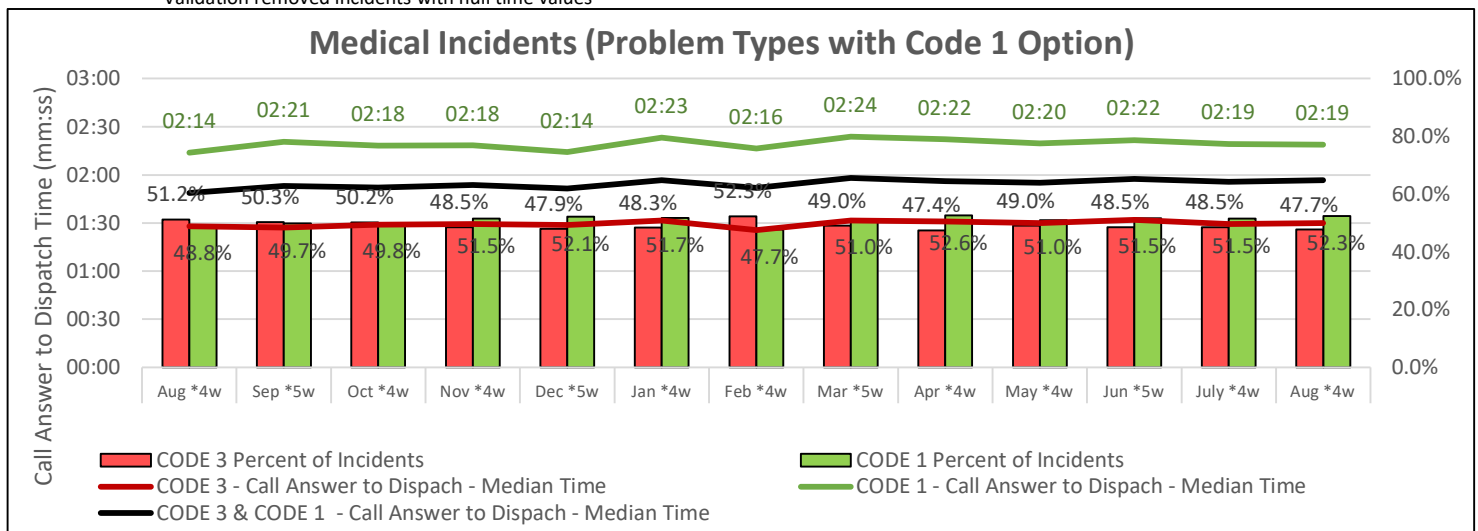
Key Performance Indicators (KPI)

Aug 2026

Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				Aug 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:17	01:13	4.76%	01:17
	Incident Creation to Dispatch			00:12	00:12	0.00%	00:12
	Call Answer to Dispatch			01:30	01:28	2.56%	01:30
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	1846	47.7%	01:08	01:30	02:03	02:43	
CODE 1	2025	52.3%	01:47	02:19	02:59	03:56	
ALL	3871	100%	01:23	01:57	02:37	03:27	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	15	297	617	428	368	82	39
CODE 1	9	29	215	438	839	303	192
ALL	24	326	832	866	1207	385	231

*** 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 C1 & BLS, TOXIC EXPOSURE / TOXIC EXPOSURE C1 & BLS, TRAUMA / TRAUMA C1 & BLS



Key Performance Indicators (KPI)

Aug 2026

Roll-up

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

Medical - CHOKING ***			Aug 2026	Prior Yr	% Change	YTD (avg)	
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation		00:57	00:51	12.87%	01:01	
	Incident Creation to Dispatch		00:12	00:10	26.32%	00:11	
	Call Answer to Dispatch		01:05	01:03	2.36%	01:12	
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	13	NA	00:46	01:05	01:23	01:43	
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	6	4	3	0	0	0

Medical - CPR ***				Aug 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:48	00:49	-3.03%	00:52
	Incident Creation to Dispatch			00:10	00:11	-6.98%	00:10
	Call Answer to Dispatch			01:02	01:04	-2.75%	01:03
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	131	NA	00:48	01:02	01:20	01:50	
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	4	61	44	12	8	1	1

Medical - PREGNANCY / CHILDBIRTH ***				Aug 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:15	01:43	-27.54%	01:30
	Incident Creation to Dispatch			00:13	00:11	20.93%	00:11
	Call Answer to Dispatch			01:26	01:55	-25.05%	01:38
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	14	NA	01:21	01:26	01:58	02:46	
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	5	5	1	1	0

