

TECHNICAL ADVISORY COMMITTEE MEETING

Wednesday • June 10, 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*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.

New Business

Staff Report

Good of the Order

*** Requires Action**

Adjournment | Next Meeting: Wednesday, July 8, 2026, 10:00 am

Upcoming Meetings | Events at WCCCA:

CEO Board Meeting: June 18, 2026, 1:30 pm
Board of Commissioners: June 18, 2026, 3:00 pm

**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 ○ Patching completed for April.		

- 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.
 - Non-Approved Vendors can cause damage that is not cover under warranty.
- Switch upgrades have started at the radio sites.
- Member Agencies:
 - CCSO has started to cycle radios into WCCCA for PMs.
 - WCSO planning phase for large scope project in July 2026.
- DVRS
 - LOPD has one test vehicle set up.
 - HBPD completed.
 - Working with Motorola on some recommended changes.
- WAVE – We are NOT moving over to the tool in May.
 - Programming Information and applications to be sent out.
 - Pending FUG and FDB to approve.
- BDAs/DAS:
 - 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)
 - Admin training as been completed.
 - Internal and Customer training to start in a couple weeks.
 - Documentation being prepared.
- CAD Updates:
 - Mobile testing going well.
 - Working through bugs with Central Square.
 - 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

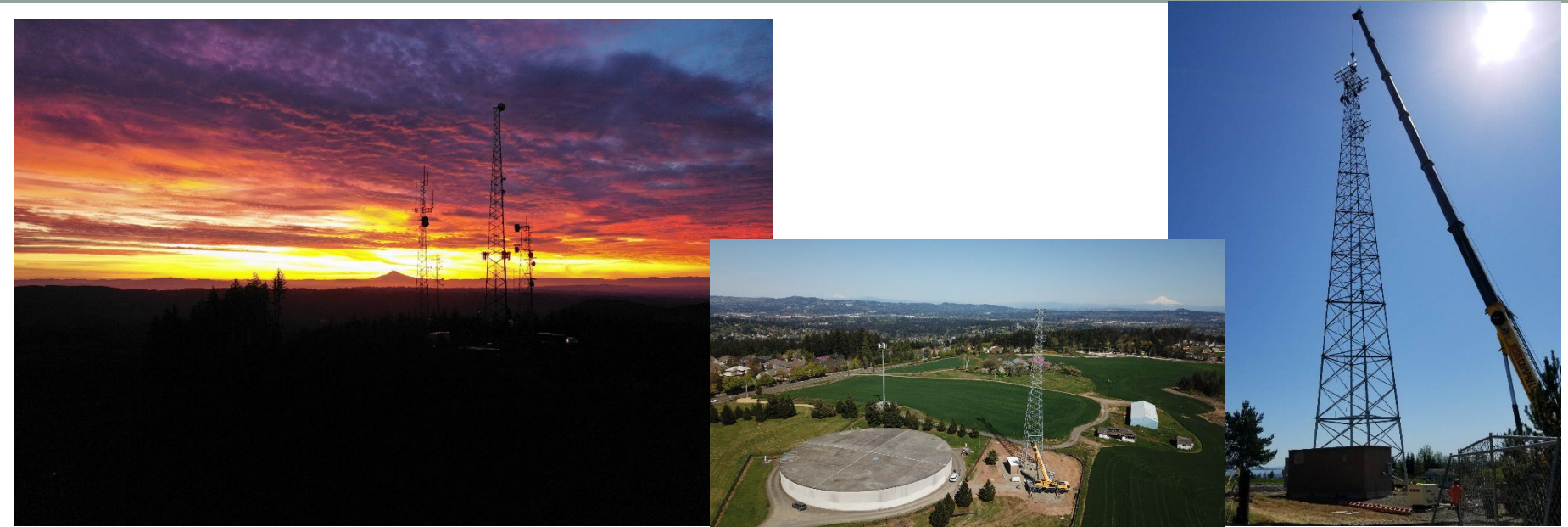
The next TAC meeting is scheduled for Wednesday, June 10, 2026 at 10:00 am.

Adjournment

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

**Washington County
Consolidated Communications Agency**

Old Business



WCN SYSTEMS

Technical Services

Manager: Jennifer Reese (Interim)

Radio: Curtis Floyd

Facilities: Ted Leach

IT: Justin Haines

Activity for: May 2026



Radio Team

Activity and Projects:

- Motorola Projects: May Monthly patching complete. JUNE 15-26, 2026-full system upgrades.
- JOT Form: on-line. <https://forms.office.com/g/uY1tn0sbbK> (QR Code can be provided)
- Site Preventative Maintenance: Motorola completed 45 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, Trimet, etc)
- Microwave: TIMB<GOAT Frequency change, scheduled.
 - MW annual PMs scheduled for July 20, expected to take approximately 3 weeks.
- Member Agency (WCN) Preventative Maintenance
 - CCSO is continuing to cycle radios into WCCCA for PM
 - WCSO planning phase for large scope project, July 2026
- DVRS: LOPD (One test vehicle set up); HBFD DVRS completed.
 - HBPD DVRS- Reprogramming updates to portables with approx 21 left to complete.
- WAVE (Mobile Devices Radio Use):
 - Working with Motorola on new WAVE Management tool. We're loading tool with Talkgroups and building baseline system. We'll have outage for WCCCA users. We'll communicate with our POC and users via provided emails.
 - TAC approval for WC Templates, and C800 Board approval for CC Templates.
 - CCSO-New account setup, working with rep on loading tool
- BDA/DAS- Projects in progress as they arise.
 - Beaverton High School and BVSD Capital Center completed in May, others as they arise.
- OTHERS and REMINDERS:
 - WCCCA Equature upgrades July 14. CCOM scheduling as well.
 - USFS requesting as built and locates for Memaloose, Whalehead, Oak Grove, and TDH. We'll provide GPS and
 - Working with Slatercom on tower lighting and FAA/ODVA assessments for multiple C800 sites and WCCCA Pinefarm filing.

Facilities Team

- 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.
- 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.
- 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.
- 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.
- The 2026 Explorer is being outfitted with a radio. Final upfitting should be completed in June.
- No new updates.

Information Technology Team

- May CAD Maintenance was successful with all systems receiving latest security patches.
- Ongoing work with CST for upgrades discussion.
- 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.
- CST and Motorola working on APIs for interfaces
- Aurelian Non Emergency AI Call taking testing is moving along. Go-Live is scheduled for June 10th.
- 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)

Apr 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 (12,957)

(includes call filter processing time)

Diff from
Previous Year



41.2% (5,344) of the calls answered in 15s - standard is 90% in 15s.

↑ 3.4%

66% (8,555) of the calls answered in 20s - standard is 95% in 20s.

↑ 4.0%

911 Phone Lines by Type

Wireline - Total (2,330)

(8 dedicated trunk lines)



82.4% (1,921) of the calls answered in 15s - standard is 90% in 15s.

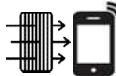
↑ 2.0%

87.3% (2,034) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.7%

Wireless - Total (10,627)

(10 trunk lines includes automated call filter process time)



32.2% (3,423) of the calls answered in 15s - standard is 90% in 15s.

↑ 4.1%

61.4% (6,522) of the calls answered in 20s - standard is 95% in 20s.

↑ 4.7%

Wireless - Staff Time (10,627)

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



82.9% (8,810) of the calls answered in 15s - standard is 90% in 15s.

↑ 2.2%

87.5% (9,303) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.9%

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.)



79.6% of 56 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 1.2%



59.7% of 61 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↓ -3.5%



59.5% of 3,052 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -1.9%



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

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



83.8% of 56 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↑ 22.1%



64.1% of 61 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↓ -9.1%



47.5% of 3,052 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↓ -0.7%



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

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



68.9% of 56 Police Priority 1 calls dispatched in 25s - goal is 90% in 25s

↓ -8.7%



72% of 61 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↑ 4.4%



95.2% of 3,052 EMS Code 3 calls dispatched in 25s - goal is 90% in 25s

↑ 1.0%

911 Call Volume Comparison⁵

YEAR	WK 5	WK 6	WK 7	WK 8	WK 9	WK 10	WK 11	WK 12	WK 13	WK 14	WK 15	WK 16	WK 17
2026	3,968	4,146	4,280	3,922	3,733	3,806	3,517	3,834	3,816	3,890	4,155	3,836	3,784
2025	4,084	3,996	3,824	4,019	4,429	3,985	3,791	3,829	4,045	4,143	4,005	4,239	4,187
2024	3,998	3,701	3,749	3,747	3,658	3,878	3,891	3,901	3,819	4,045	3,888	4,175	4,165

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)

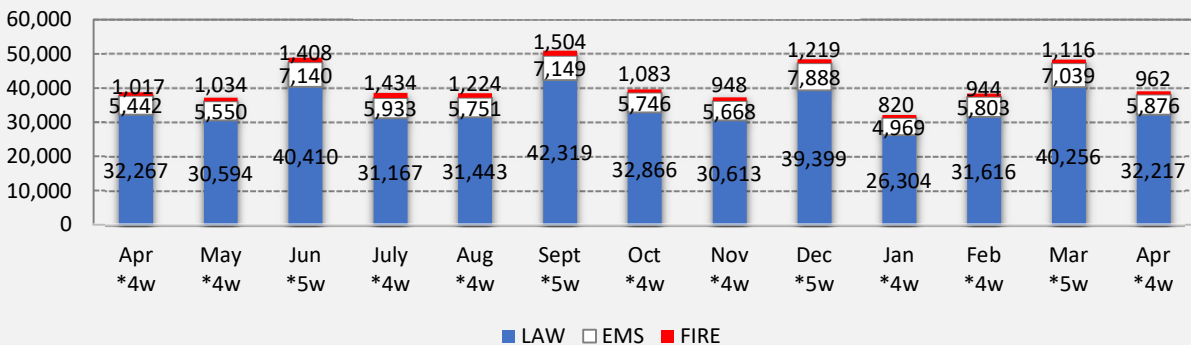
Apr 2026

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	178	188	-5.32%	688	
	Priority 2	3,238	3,216	0.68%	12,385	
	Priority 3	4,534	4,475	1.32%	17,269	
	Priority 4	3,898	3,934	-0.92%	15,338	
	Priority 5	3,645	3,735	-2.41%	14,383	
	Priority 6	0	1	-100.00%	1	
	Priority 7	45	39	15.38%	204	
	EMS	5,748	5,278	8.90%	23,222	
	FIRE	943	948	-0.53%	3,757	
Self-Initiated (In-Field)						
	EMS	128	164	-21.95%	465	
	Fire	19	30	-36.67%	85	
	Law	16,679	16,559	0.72%	70,125	
Totals						
	Total EMS	5,876	5,442	7.98%	23,687	
	Total Fire	962	978	-1.64%	3,842	
	Total Law	32,217	32,147	0.22%	130,393	
	Total	39,055	38,567	1.27%	157,922	

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)

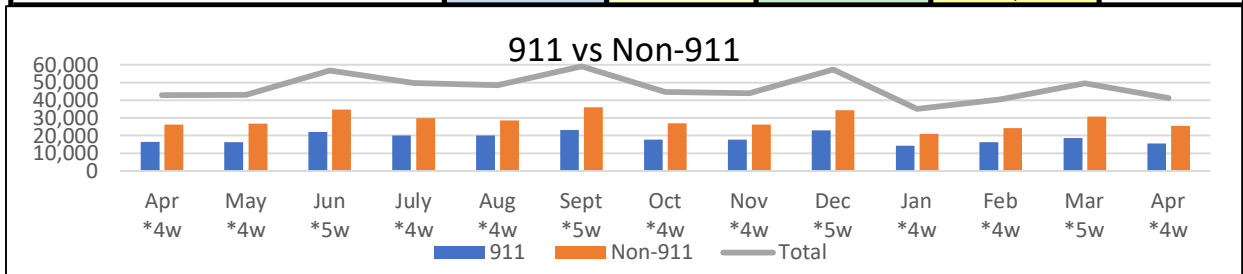
Apr 2026

Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	4/20-Mon	Bus. Hour	16:00	All Calls	140
Call-taking times for EMS-related Code 1 incidents decreased from previous month. Additionally, average call answer times have trended downward.					
	Apr 2026	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	13,131	14,038	-6.46%	54,377	
Cellular - % of all 911 calls	83.82%	84.70%	-0.88%	83.65%	
911 Wireline (WL)	245	366	-33.06%	1,038	
911 VOIP	1,601	1,546	3.56%	6,846	
TLMA / Other	47	31	51.61%	382	
No Class of Service (NC)	641	593	8.09%	2,557	
911 Wireline (WL) - Total All	2,534	2,536	-0.08%	10,823	
WL, VOIP, TLMA, NC - % of all 911	16.18%	15.30%	0.88%	16.65%	
911 TEXT	82	87	-5.75%	357	
(AE) 911 TEXT	49	53	-7.55%	202	
Abandoned 911 Calls	2,708	911 Average Talk Time (mm:ss)		03:14	
Average Abandon Percent	17.60%	911 Total Talk Time hh:mm:ss		697:52:05	
Abandoned Time Sec - Median 50%	9				

Non- Emergency Telephone Activity							
Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
20,862	1,470	654	921	0	90 / 0	1,398	4,727
Total Telephone Activities		Apr 2026	Prior Yr.	% Change	YTD		
911 Emergency		15,665	16,574	-5.48%	65,007		
Non - Emergency		25,589	26,276	-2.61%	101,714		
Total Phone Traffic		41,254	42,850	-3.72%	166,721		



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)

Apr 2026

Roll-up

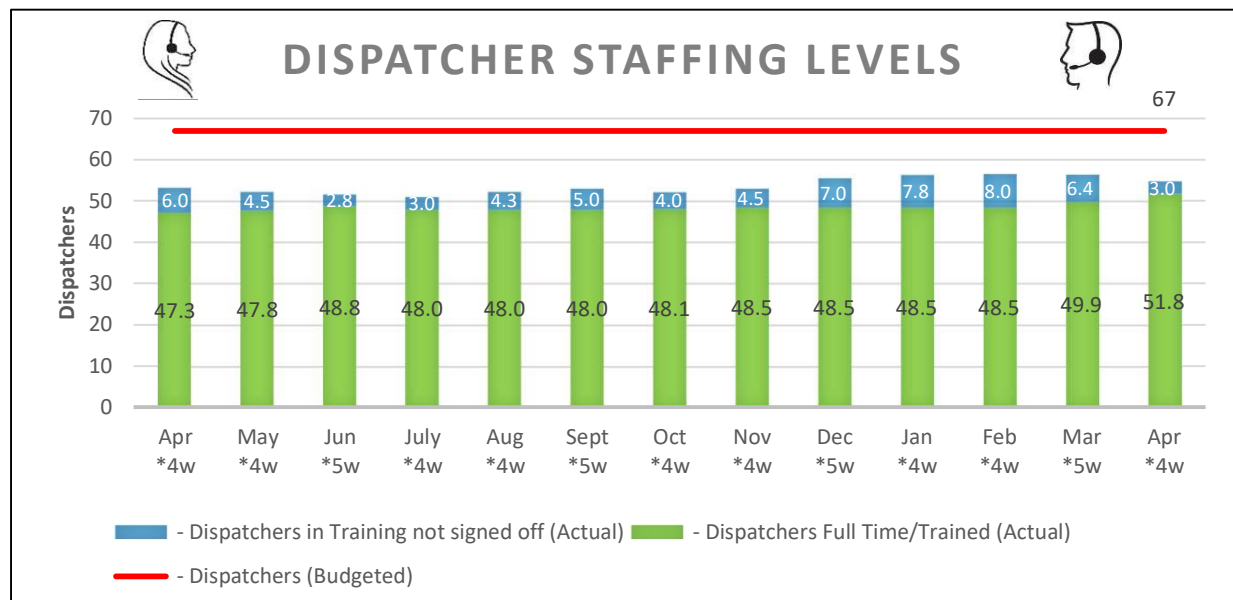
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	Apr 2026		Prior Year	
	Count	Percent	Count	Percent
Presented	12,483		13,441	
Accepted	10,371	83.08%	10,008	74.46%
Acpt - VOX	7,521	72.52%	7,356	73.52%
Acpt-DTMF	2,850	27.48%	2,650	26.48%
Rejected	121	0.97%	190	1.41%
Hang up	1,991	15.95%	3,243	24.13%
Time in Filter (Median Seconds)	10		10	

Staffing Levels

PERSONNEL		
CLASSIFICATION	FTE Budg*	FTE Act(avg)
Administration (HR,Staff)	8.6	8.7
Operations (Sups/Training)	11.0	10.0
Dispatchers/CT Trained	67.0	51.8
Dispatchers/CT in-training		3.0
Technical Services	18.5	17.8
Total	105.10	91.2

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





Key Performance Indicators (KPI)

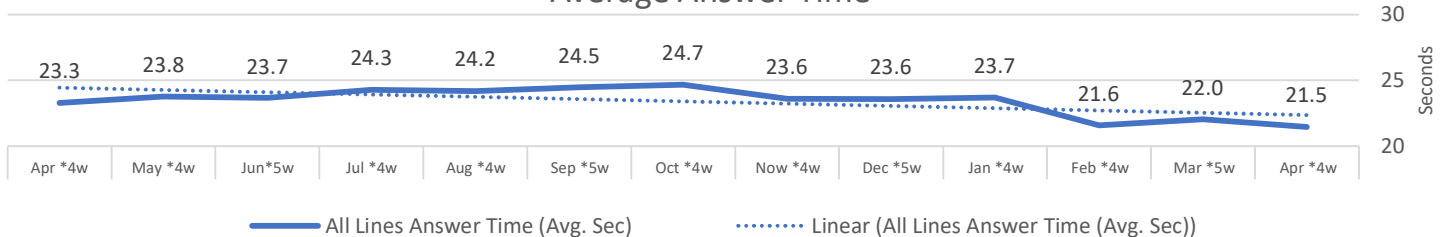
Apr 2026



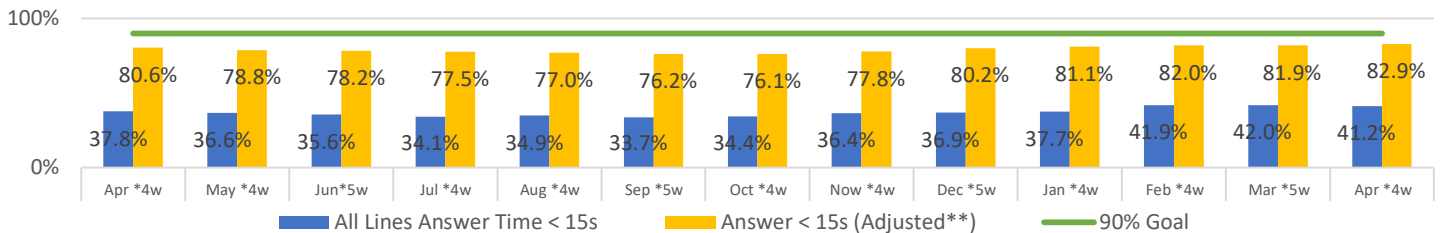
Timed Performance
Timed Performance (911 Calls)

Average Answer Times	Apr 2026	Prior Year	YTD (avg)
All Lines (avg sec)**	21.5	23.3	22.2
- Wire Line (avg sec)	10.7	11.9	11.0
- Wireless (avg sec)**	23.8	25.9	24.8
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	41.2%	37.8%	40.7%
Wire Line (% at 15s or less)	82.4%	80.5%	81.9%
Wireless (% at 15s or less)**	32.2%	28.1%	31.2%
All Lines (adjusted)***	82.9%	80.6%	82.0%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	66.0%	62.0%	64.0%
Wire Line (% at 20s or less)	87.3%	85.5%	86.7%
Wireless (% at 20s or less)**	61.4%	56.6%	58.8%
All Lines (adjusted)***	87.6%	85.6%	87.1%

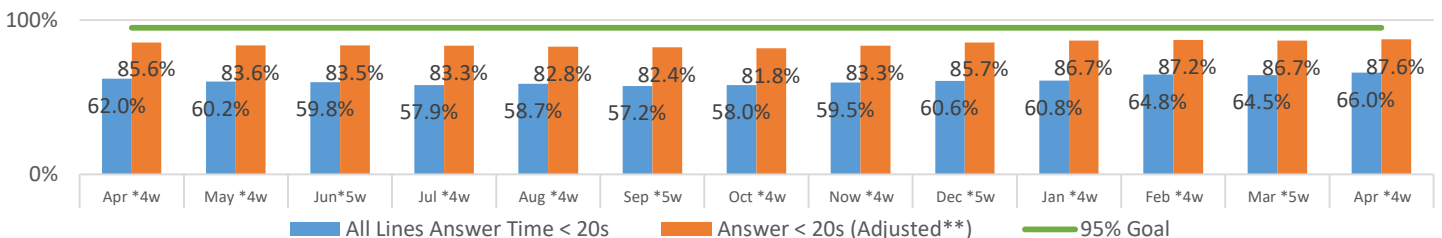
Average Answer Time



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)

Apr 2026

Roll-up

Timed Performance

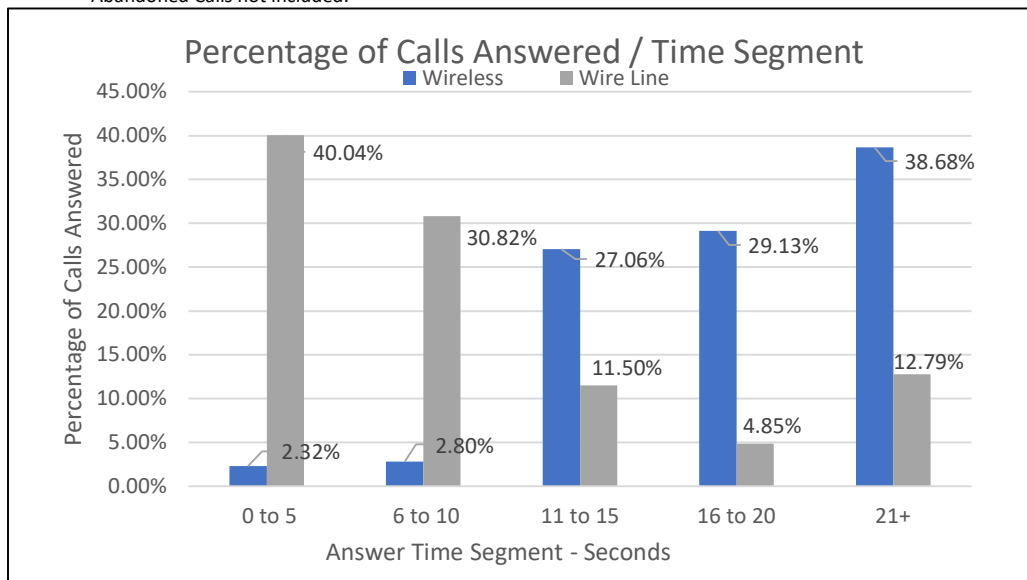


	Wire Line 911 Answer Times^ - Land Line				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	933	718	268	113	298
	40.04%	30.82%	11.50%	4.85%	12.79%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:04	00:07	00:11	00:25	
Longest Wait Time Duration (mm:ss)	02:30		Date / Time	4/1-Wed	7:21:15

^ - 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+
	247	298	2,876	3,096	4,110
	2.32%	2.80%	27.06%	29.13%	38.68%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:14	00:18	00:26	00:45	
Longest Wait Time Duration (mm:ss)	02:52		Date / Time	4/4-Sat	18:09:54

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

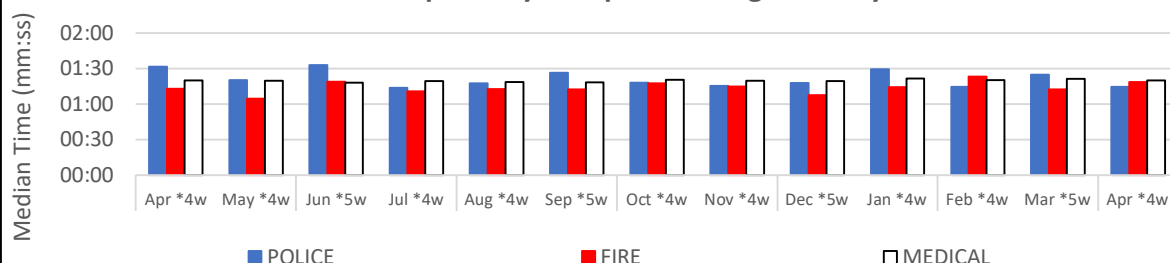
Apr 2026

Roll-up

High Priority Incidents -Timed Performance

Police - Incidents ***				Apr 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:48	01:11	-32.87%	00:54
	Incident Creation to Dispatch			00:17	00:18	-5.56%	00:23
	Call Answer to Dispatch			01:11	01:32	-22.40%	01:22
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	56	0.79%	00:54	01:11	01:42	02:47	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	17	18	11	4	2	2
Fire Incidents ***				Apr 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:56	00:48	16.67%	00:54
	Incident Creation to Dispatch			00:20	00:22	-8.05%	00:21
	Call Answer to Dispatch			01:21	01:13	11.34%	01:17
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	61	19.81%	01:03	01:21	01:52	02:25	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	15	21	12	10	1	2
Medical Incidents ***				Apr 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:08	01:07	1.49%	01:08
	Incident Creation to Dispatch			00:11	00:11	0.00%	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	3052	60.48%	01:01	01:20	01:49	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	36	719	1060	655	437	92	53

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

Apr 2026

Roll-up

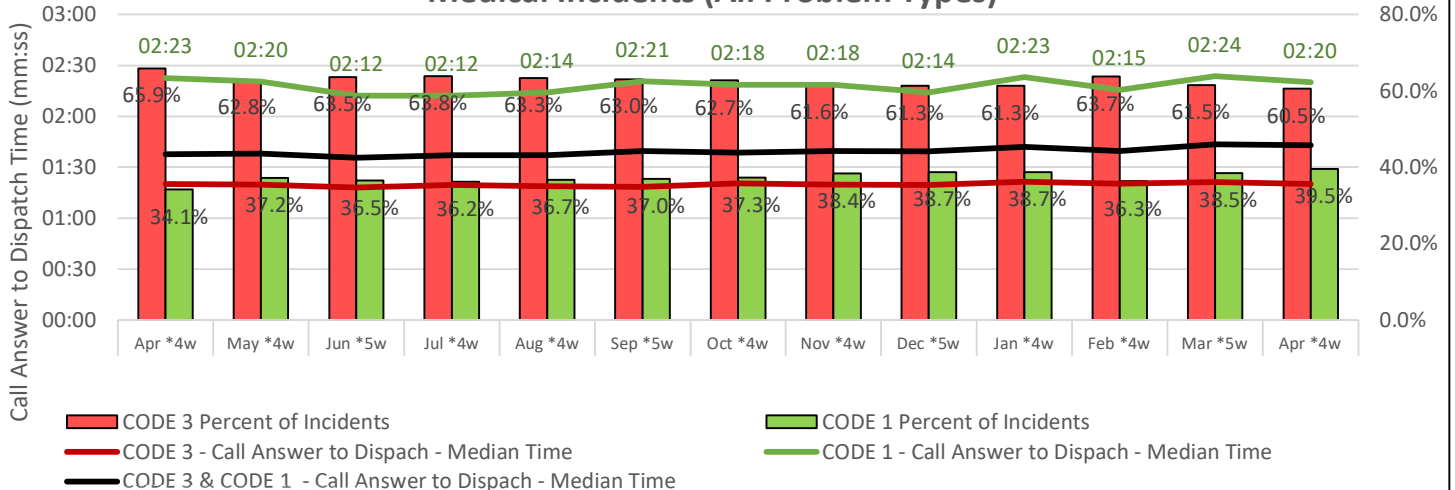
Top Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2025										2026			
		4	5	6	7	8	9	10	11	12		1	2	3	4
SK - SICK PERSON	647.0	645	666	671	707	728	670	700	569	592		682	633	586	562
CH - CHEST PAIN/HEART	486.9	500	487	454	511	486	472	479	466	555		515	409	520	476
FA1 - FALLS C1	436.0	370	460	476	417	439	416	429	438	445		479	387	435	477
BR - BREATHING PROBLEM	368.0	380	390	341	335	289	325	340	331	417		433	408	408	387
FA1B - FALL BLS	335.7	329	343	341	349	335	344	354	319	341		378	311	336	284
SK1 - SICK PERSON C1	297.5	244	271	268	325	302	271	310	342	337		289	284	320	305
FA - FALL	289.5	285	306	270	318	356	290	335	270	291		275	266	251	250
SK1B - SICK/UNKOWN BLS	281.9	261	298	251	299	267	303	282	247	259		322	316	304	256
TAI - TRAFFIC ACCIDENT INJURY	248.5	208	249	255	262	256	285	285	234	276		250	222	208	241
TAU - TRAFFIC ACCIDENT UNK INJ	220.0							220							
UN - UNCONSCIOUS/FAINTING	212.5	201		229	228	215	206		210	219			190	217	210
CVA - STROKE	202.3		199	192								216			

Timed Performance

Medical Incidents (All Problem Types)***				Apr 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:08	01:07	1.49%	01:08
	Incident Creation to Dispatch			00:11	00:11	0.00%	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	3052	60.5%	01:01	01:20	01:49	02:27	
CODE 1	1994	39.5%	01:49	02:22	03:07	03:59	
ALL	5046	100%	01:11	01:42	02:25	03:19	
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	36	719	1060	655	437	92	53
CODE 1	4	38	185	446	761	373	187
ALL	40	757	1245	1101	1198	465	240

Medical Incidents (All Problem Types)





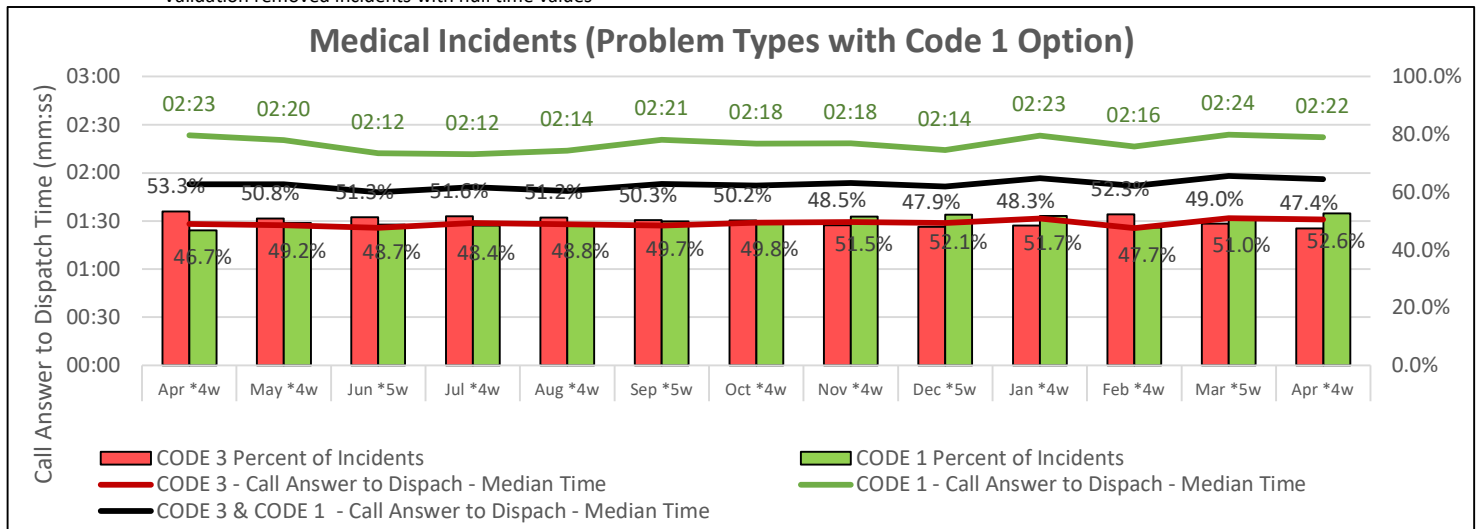
Key Performance Indicators (KPI)

Apr 2026

Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				Apr 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:18	01:15	4.00%	01:17
	Incident Creation to Dispatch			00:11	00:11	0.00%	00:12
	Call Answer to Dispatch			01:31	01:28	3.41%	01:30
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	1801	47.5%	01:08	01:31	02:02	02:43	
CODE 1	1994	52.5%	01:49	02:22	03:07	03:59	
ALL	3795	100%	01:24	01:56	02:40	03:35	
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	12	295	579	455	338	78	44
CODE 1	4	38	185	446	761	373	187
ALL	16	333	764	901	1099	451	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 BLS, TOXIC EXPOSURE / TOXIC EXPOSURE C1 & BLS, TRAUMA / TRAUMA C1 & BLS



Key Performance Indicators (KPI)

Apr 2026

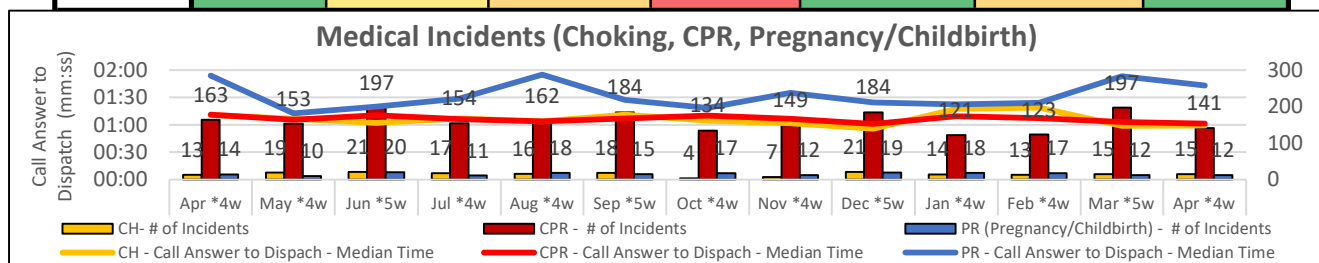
Roll-up

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

Medical - CHOKING ***				Apr 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:48	00:56	-13.51%	00:58
	Incident Creation to Dispatch			00:10	00:11	-6.98%	00:10
	Call Answer to Dispatch			00:58	01:11	-18.02%	01:09
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	15	NA	00:44	00:58	01:19	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	8	4	2	1	0	0

Medical - CPR ***				Apr 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:49	01:00	-18.33%	00:53
	Incident Creation to Dispatch			00:11	00:11	4.76%	00:11
	Call Answer to Dispatch			01:01	01:11	-14.08%	01:05
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	141	NA	00:51	01:01	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	2	66	47	16	7	1	2

Medical - PREGNANCY / CHILDBIRTH ***				Apr 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:25	01:41	-15.63%	01:34
	Incident Creation to Dispatch			00:11	00:11	2.33%	00:12
	Call Answer to Dispatch			01:37	01:54	-14.73%	01:34
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	12	NA	01:10	01:37	01:49	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	0	1	2	7	0	2	0





Key Performance Indicators (KPI)

May 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 (13,405)

(includes call filter processing time)

Diff from
Previous Year



38.3% (5,140) of the calls answered in 15s - standard is 90% in 15s.

↑ 1.8%

61.7% (8,274) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.5%

911 Phone Lines by Type

Wireline - Total (2,358)

(8 dedicated trunk lines)



80.9% (1,908) of the calls answered in 15s - standard is 90% in 15s.

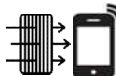
↑ 1.4%

86.1% (2,031) of the calls answered in 20s - standard is 95% in 20s.

↑ 2.5%

Wireless - Total (11,047)

(10 trunk lines includes automated call filter process time)



29.3% (3,232) of the calls answered in 15s - standard is 90% in 15s.

↑ 1.8%

56.5% (6,242) of the calls answered in 20s - standard is 95% in 20s.

↑ 1.3%

Wireless - Staff Time (11,047)

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



80.1% (8,845) of the calls answered in 15s - standard is 90% in 15s.

↑ 1.5%

84.7% (9,360) 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.)



65.3% of 44 Police Priority 1 calls processed in 105s - goal is 90% in 105s.

↑ 3.0%



78.3% of 71 Fire Priority 1 calls processed in 90s - goal is 90% in 90s.

↑ 3.8%



60.9% of 2,982 EMS Code 3 calls processed in 90s - goal is 90% in 90s.

↓ -1.6%



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

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



73.4% of 44 Police Priority 1 calls created in 80s - goal is 90% in 80s.

↑ 19.0%



78.3% of 71 Fire Priority 1 calls created in 65s - goal is 90% in 65s.

↑ 4.9%



48.9% of 2,982 EMS Code 3 calls created in 65s - goal is 90% in 65s.

↓ 0.0%



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

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



62.2% of 44 Police Priority 1 calls dispatched in 25s-goal is 90% in 25s

↓ -11.6%



77.2% of 71 Fire Priority 1 calls dispatched in 25s - goal is 90% in 25s.

↑ 10.5%



95.1% of 2,982 EMS Code 3 calls dispatched in 25s-goal is 90% in 25s

↑ 0.2%

911 Call Volume Comparison⁵

YEAR	WK 9	WK 10	WK 11	WK 12	WK 13	WK 14	WK 15	WK 16	WK 17	WK 18	WK 19	WK 20	WK 21
2026	3,733	3,806	3,517	3,834	3,816	3,890	4,155	3,836	3,784	4,013	4,227	3,776	4,308
2025	4,429	3,985	3,791	3,829	4,045	4,143	4,005	4,239	4,187	4,127	4,113	3,932	4,193
2024	3,658	3,878	3,891	3,901	3,819	4,045	3,888	4,175	4,165	3,962	4,344	4,425	3,929

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)

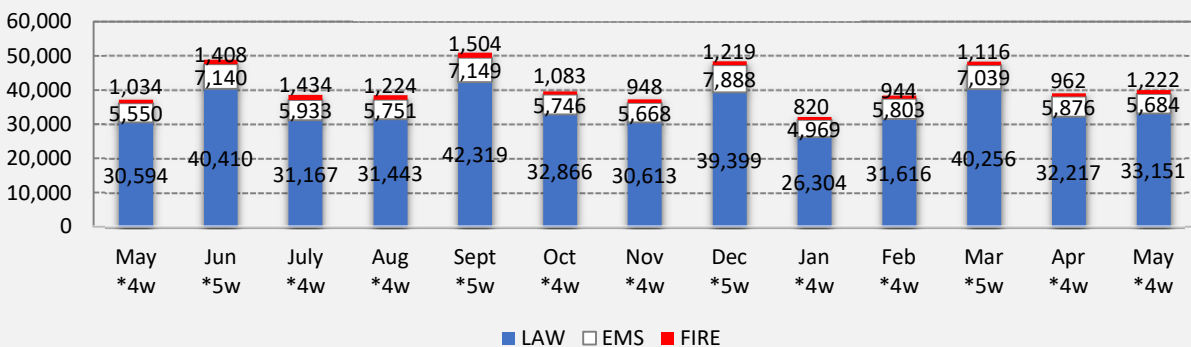
May 2026

Roll-up

Dispatch Incidents (EMS, Fire, Law)

WCCCA Generated		Incidents	Prior Yr.	% Change	YTD	
	Priority 1	184	187	-1.60%	872	
	Priority 2	3,330	3,139	6.08%	15,715	
	Priority 3	4,865	4,691	3.71%	22,134	
	Priority 4	3,979	3,990	-0.28%	19,317	
	Priority 5	3,958	3,816	3.72%	18,341	
	Priority 6	0	1	-100.00%	1	
	Priority 7	43	33	30.30%	247	
	EMS	5,549	5,426	2.27%	28,771	
	FIRE	1,177	876	34.36%	4,934	
Self-Initiated (In-Field)						
	EMS	135	124	8.87%	600	
	Fire	45	26	73.08%	130	
	Law	16,792	15,175	10.66%	86,917	
Totals						
	Total EMS	5,684	5,550	2.41%	29,371	
	Total Fire	1,222	902	35.48%	5,064	
	Total Law	33,151	31,032	6.83%	163,544	
	Total	40,057	37,484	6.86%	197,979	

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)

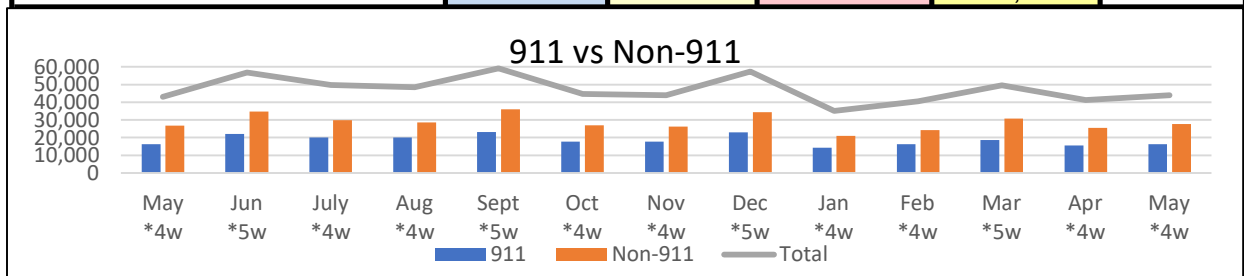
May 2026

Roll-up

Dispatch Telephone Activity

911 Telephone Activity					
Busiest Day, Hour, Calls Peak Hour	5/18-Mon	Bus. Hour	16:00	All Calls	198
EMS-related Code 1 call-taking times were maintained at levels comparable to the previous month, while average call answer times displayed an upward trend.					
	May 2026	Prior Yr.	% Change	YTD	
911 Wireless (Cellular)	13,734	13,793	-0.43%	68,111	
Cellular - % of all 911 calls	84.13%	84.28%	-0.15%	83.75%	
911 Wireline (WL)	216	355	-39.15%	1,254	
911 VOIP	1,586	1,541	2.92%	8,432	
TLMA / Other	31	26	19.23%	382	
No Class of Service (NC)	757	650	16.46%	3,314	
911 Wireline (WL) - Total All	2,590	2,572	0.70%	13,382	
WL, VOIP, TLMA, NC - % of all 911	15.87%	15.72%	0.15%	16.45%	
911 TEXT	123	90	36.67%	480	
(AE) 911 TEXT	72	47	53.19%	274	
Abandoned 911 Calls	26	911 Average Talk Time (mm:ss)		03:10	
Average Abandon Percent	17.83%	911 Total Talk Time hh:mm:ss		707:54:24	
Abandoned Time Sec - Median 50%	10				

Non- Emergency Telephone Activity							
Non-Emer	Alarms	Fire Direct	Ops Calls	Press	Hosp C3 / C1	911 INC	Outbound
22,544	1,564	647	995	0	73 / 0	1,537	5,195
Total Telephone Activities		May 2026	Prior Yr.	% Change	YTD		
911 Emergency		16,324	16,365	-0.25%	81,331		
Non - Emergency		27,739	26,770	3.62%	129,453		
Total Phone Traffic		44,063	43,135	2.15%	210,784		



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)

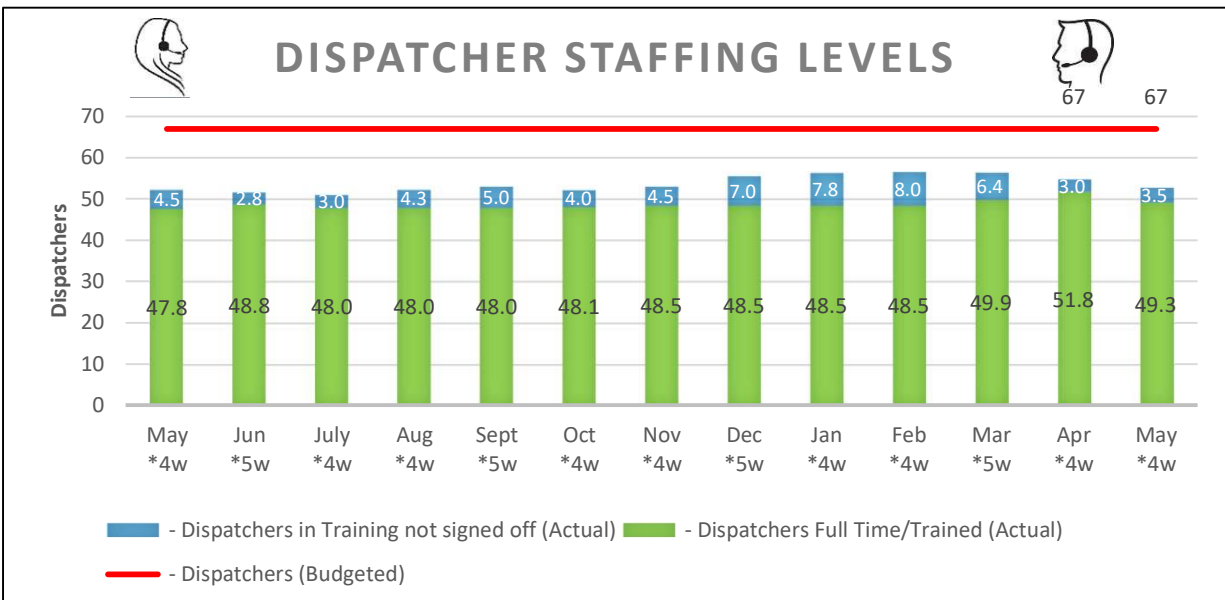
May 2026
Roll-up
Telephone Activity cont.

911 Wireless Call Filter (Pocket Dial)				
Filter Status	May 2026		Prior Year	
	Count	Percent	Count	Percent
Presented	13,063		13,119	
Accepted	10,817	82.81%	10,592	80.74%
Acpt - VOX	7,946	73.46%	7,780	73.45%
Acpt-DTMF	2,871	26.54%	2,812	26.55%
Rejected	140	1.07%	164	1.25%
Hang up	2,106	16.12%	2,363	18.01%
Time in Filter (Median Seconds)	10		10	

Staffing Levels

PERSONNEL		
CLASSIFICATION	FTE Budg*	FTE Act(avg)
Administration (HR,Staff)	8.6	8.6
Operations (Sups/Training)	11.0	10.0
Dispatchers/CT Trained	67.0	49.3
Dispatchers/CT in-training		3.5
Technical Services	18.5	18.5
Total	105.10	89.9

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





Key Performance Indicators (KPI)

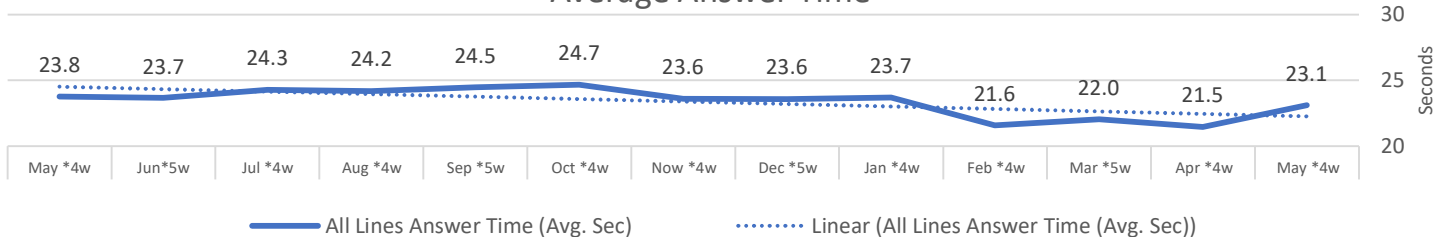
May 2026



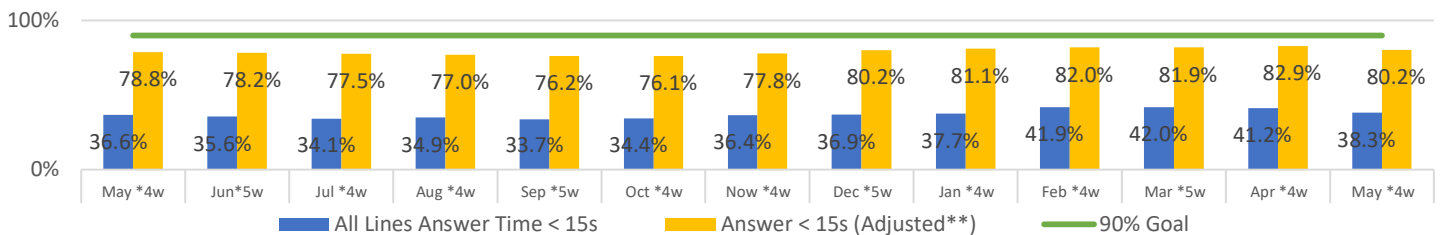
Timed Performance Timed Performance (911 Calls)

Average Answer Times	May 2026	Prior Year	YTD (avg)
All Lines (avg sec)**	23.1	23.8	22.4
- Wire Line (avg sec)	11.4	12.5	11.1
- Wireless (avg sec)**	25.6	26.1	24.9
NENA Performance Goal - 90% of 911 Calls Answered in 15s or less			
All Lines (% at 15s or less)**	38.3%	36.6%	40.2%
Wire Line (% at 15s or less)	80.9%	79.5%	81.7%
Wireless (% at 15s or less)**	29.3%	27.4%	30.8%
All Lines (adjusted)***	80.2%	78.8%	81.6%
NENA Performance Goal - 95% of 911 Calls Answered in 20s or less			
All Lines (% at 20s or less)**	61.7%	60.2%	63.6%
Wire Line (% at 20s or less)	86.1%	83.7%	86.6%
Wireless (% at 20s or less)**	56.5%	55.2%	58.4%
All Lines (adjusted)***	85.0%	83.6%	86.6%

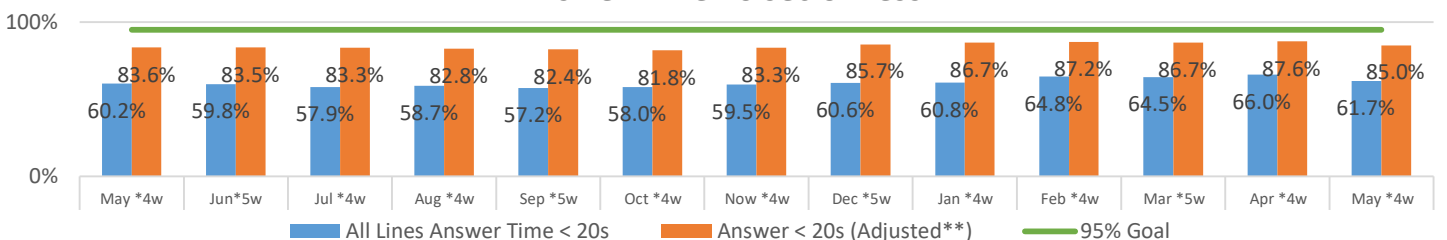
Average Answer Time



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)

May 2026

Roll-up

Timed Performance

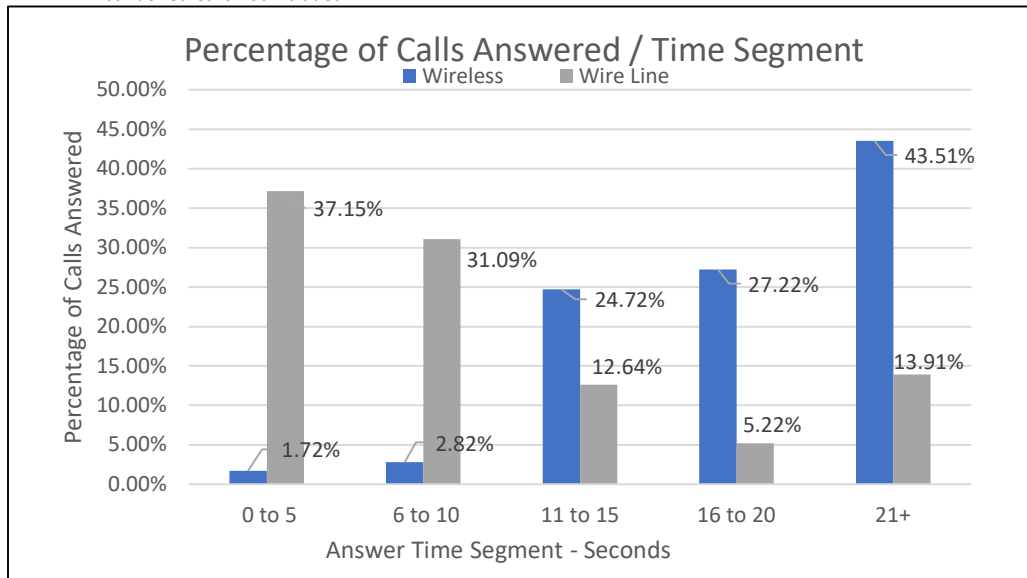


	Wire Line 911 Answer Times^ - Land Line				
	Count of Calls per Answer Time Segment Seconds				
	0 to 5	6 to 10	11 to 15	16 to 20	21+
	876	733	298	123	328
	37.15%	31.09%	12.64%	5.22%	13.91%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:04	00:07	00:12	00:27	
Longest Wait Time Duration (mm:ss)	02:39		Date / Time	5/18-Mon	16:42:41

^ - 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+
	190	312	2,731	3,007	4,807
	1.72%	2.82%	24.72%	27.22%	43.51%
Answer Time in Fractiles (mm:ss)					
	25%	50%	75%	90%	
	00:15	00:19	00:28	00:48	
Longest Wait Time Duration (mm:ss)	06:35		Date / Time	5/18-Mon	16:37:52

^ - Abandoned Calls not included.





Key Performance Indicators (KPI)

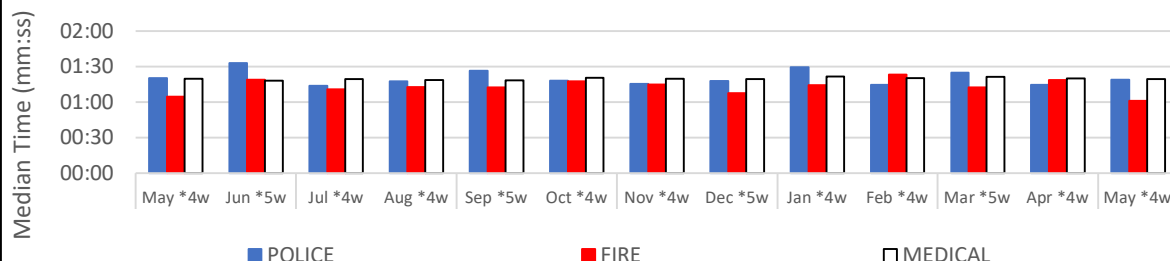
May 2026

Roll-up

High Priority Incidents -Timed Performance

Police - Incidents ***				May 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:59	00:48	23.56%	00:54
	Incident Creation to Dispatch			00:19	00:27	-29.63%	00:22
	Call Answer to Dispatch			01:25	01:20	5.92%	01:22
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	44	0.59%	01:09	01:25	02:12	03:21	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	7	18	5	7	7	0
Fire Incidents ***				May 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - Priority 1							
	Call Answer to Incident Creation			00:41	00:42	-3.53%	00:52
	Incident Creation to Dispatch			00:19	00:19	0.00%	00:20
	Call Answer to Dispatch			01:04	01:05	-1.16%	01:15
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Pct of Calls	25%	50%	75%	90%	Goal
P1	71	19.35%	00:49	01:04	01:24	01:55	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	4	27	25	11	0	3	1
Medical Incidents ***				May 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:07	01:06	1.13%	01:07
	Incident Creation to Dispatch			00:11	00:11	-2.22%	00:11
	Call Answer to Dispatch			01:20	01:20	0.31%	01:20
Call Answer to Dispatch - Processing Times by Percentiles							
Priority	# Inc	Percent	25%	50%	75%	90%	Goal
CODE 3	2982	62.25%	01:00	01:20	01:49	02:25	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	21	740	1053	589	444	95	39

Call Answer to Dispatch by Discipline for High Priority Incidents





Key Performance Indicators (KPI)

May 2026
Roll-up

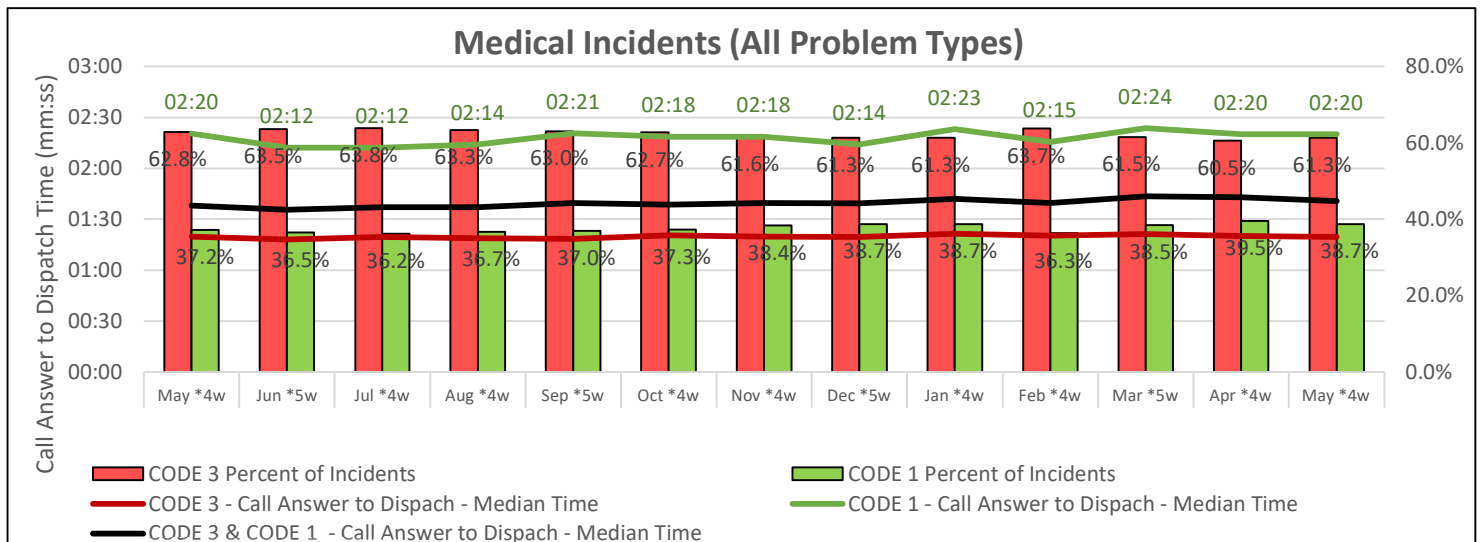
Top Medical Incidents (By Month)

RANKED TOP 10 INCIDENT COUNTS	AVG	2025								2026				
		5	6	7	8	9	10	11	12	1	2	3	4	5
SK - SICK PERSON	644.6	666	671	707	728	670	700	569	592	682	633	586	562	614
CH - CHEST PAIN/HEART	482.5	487	454	511	486	472	479	466	555	515	409	520	476	442
FA1 - FALLS C1	444.5	460	476	417	439	416	429	438	445	479	387	435	477	480
BR - BREATHING PROBLEM	368.2	390	341	335	289	325	340	331	417	433	408	408	387	382
FA1B - FALL BLS	336.5	343	341	349	335	344	354	319	341	378	311	336	284	339
SK1 - SICK PERSON C1	306.2	271	268	325	302	271	310	342	337	289	284	320	305	356
FA - FALL	289.5	306	270	318	356	290	335	270	291	275	266	251	250	286
SK1B - SICK/UNKOWN BLS	283.7	298	251	299	267	303	282	247	259	322	316	304	256	284
TAI - TRAFFIC ACCIDENT INJURY	251.8	249	255	262	256	285	285	234	276	250	222	208	241	251
TAU - TRAFFIC ACCIDENT UNK INJ	220.0						220							
UN - UNCONSCIOUS/FAINTING	214.1		229	228	215	206		210	219		190	217	210	217
CVA - STROKE	202.3	199	192							216				

Timed Performance

Medical Incidents (All Problem Types)***				May 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:07	01:06	1.13%	01:07
	Incident Creation to Dispatch			00:11	00:11	-2.22%	00:11
	Call Answer to Dispatch			01:20	01:20	0.31%	01:20
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	2982	62.3%	01:00	01:20	01:49	02:25	
CODE 1	1808	37.8%	01:48	02:19	02:59	03:57	
ALL	4790	100%	01:10	01:40	02:22	03:11	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	21	740	1053	589	444	95	39
CODE 1	8	31	187	407	734	275	166
ALL	29	771	1240	996	1178	370	205

Medical Incidents (All Problem Types)





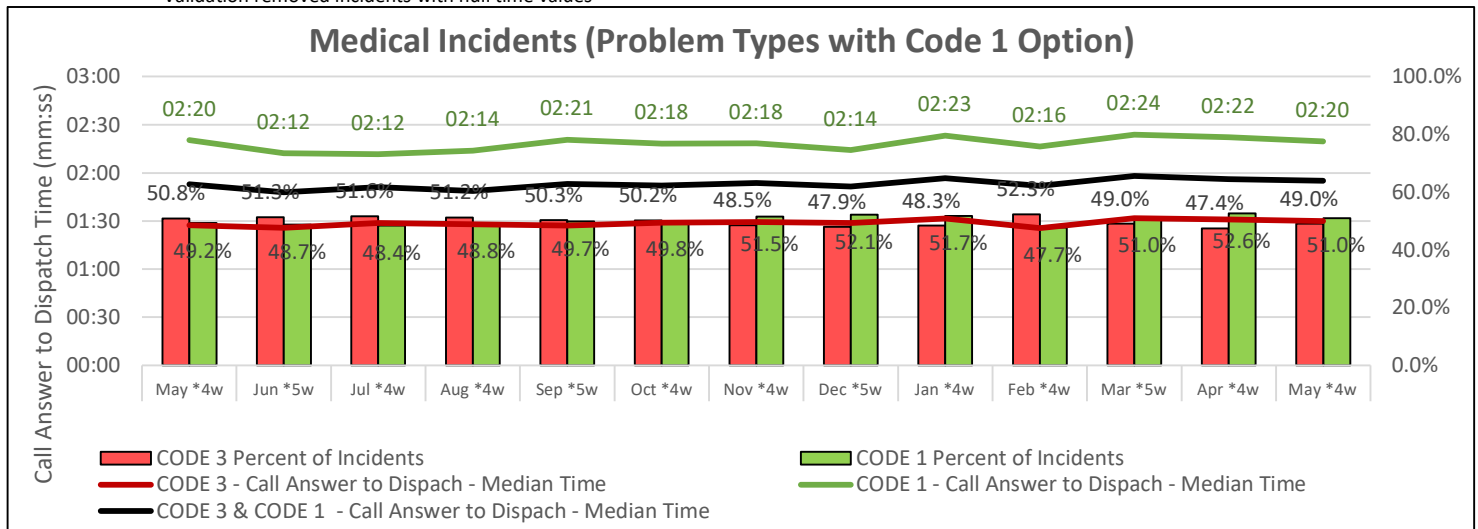
Key Performance Indicators (KPI)

May 2026

Roll-up

Medical Incidents (with Code 3 / 1 Opt)***				May 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:17	01:15	3.36%	01:17
	Incident Creation to Dispatch			00:11	00:11	-2.22%	00:12
	Call Answer to Dispatch			01:30	01:27	3.15%	01:30
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	1815	50.1%	01:07	01:30	02:03	02:37	
CODE 1	1808	49.9%	01:48	02:19	02:59	03:57	
ALL	3623	100%	01:22	01:54	02:34	03:25	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	8	304	602	433	354	78	35
CODE 1	8	31	187	407	734	275	166
ALL	16	335	789	840	1088	353	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 & BLS, 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)

May 2026

Roll-up

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

Medical - CHOKING ***				May 2026	Prior Yr	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:21	00:56	44.64%	01:00
	Incident Creation to Dispatch			00:10	00:11	-6.98%	00:10
	Call Answer to Dispatch			01:31	01:06	37.36%	01:11
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	10	NA	00:54	01:31	01:38	01:44	
Call Answer to Dispatch - Incident Counts per Time Interval (mm:ss)							
Priority	0:00 - 0:30	0:31- 1:00	1:01 - 1:30	1:31 - 2:00	2:01 - 3:00	3:01 - 4:00	4:01+
CODE 3	0	3	1	6	0	0	0

Medical - CPR ***				May 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			00:47	00:55	-14.93%	00:52
	Incident Creation to Dispatch			00:10	00:11	-4.76%	00:11
	Call Answer to Dispatch			01:00	01:06	-8.40%	01:04
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	153	NA	00:45	01:00	01:18	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	2	76	50	16	6	1	2

Medical - PREGNANCY / CHILDBIRTH ***				May 2026	Prior Yr.	% Change	YTD (avg)
Median (50%) Times (mm:ss) - CODE 3							
	Call Answer to Incident Creation			01:28	01:03	39.68%	01:32
	Incident Creation to Dispatch			00:08	00:10	-15.79%	00:11
	Call Answer to Dispatch			01:35	01:12	31.03%	01:34
Call Answer to Dispatch - Processing Times by Percentiles (mm:ss)							
Priority	# Inc	Percent	25%	50%	75%	90%	
CODE 3	10	NA	01:22	01:35	02:52	04:14	
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	0	0	4	3	1	0	2

