

CONFIRE 911 Call Processing Time Analysis

September 2023



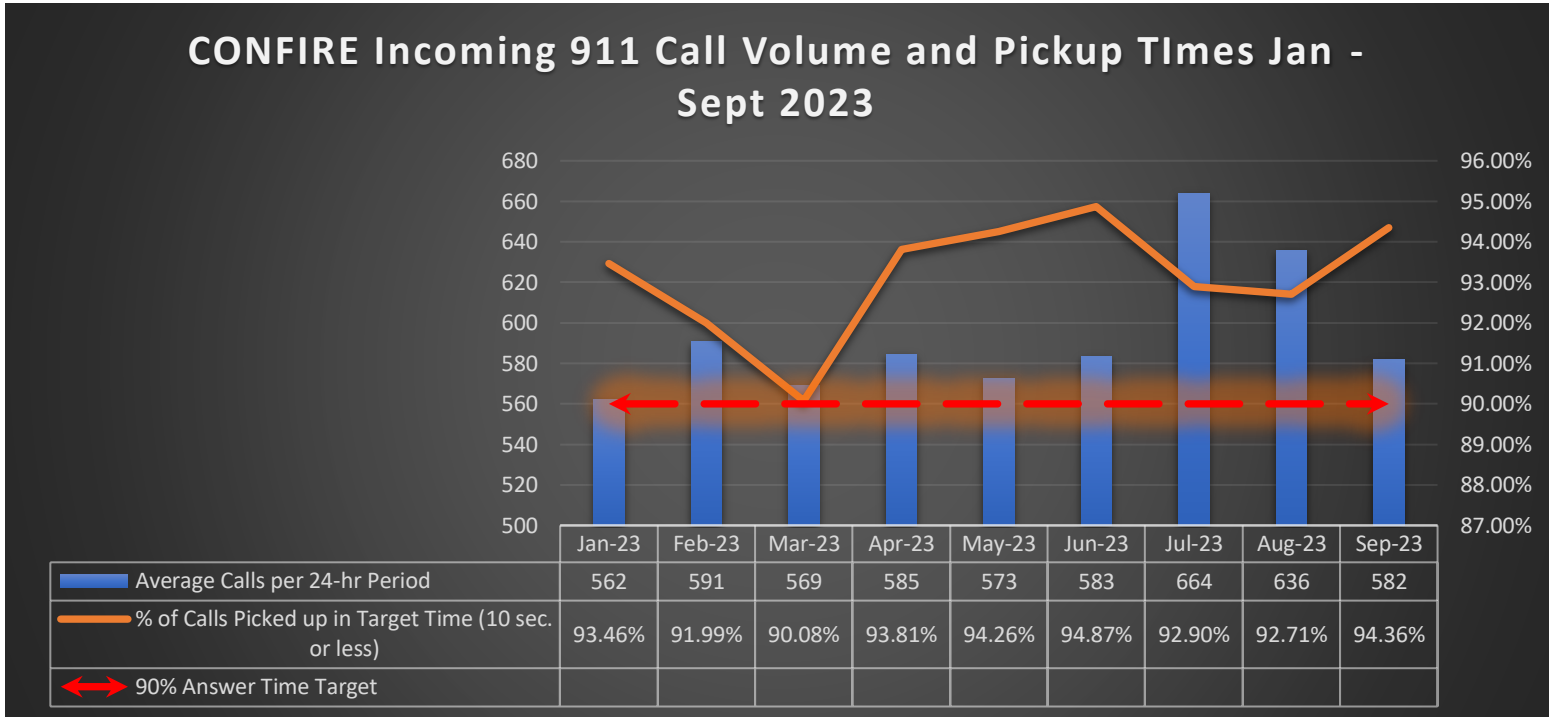
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Figure 1: CONFIRE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECaTS Reporting System.



Emergency Call Processing

Once the call is answered by CCC dispatchers, all call activity is captured in CONFIRE’s CAD server. The following table illustrate multiple elements of the call processing continuum in terms of call volume and call processing times for various call types. For the purposes of this analysis, only calls that meet the definition of “emergency” per NFPA 1225 (answer requests for emergency assistance withing 10 seconds at 90% of the time) and CONFIRE Administrative Chiefs’ directive are included in the calculations. State standards are 15 seconds at 90% or 20 seconds at 95% of the time, National Emergency Number Association (NENA) has also adopted this standard. Because of the nuances of both Fire and EMS related call types, the following sections analyze the call processing elements separately.

EMS Call Processing

EMS Calls include all CAD problem codes that reference a medical emergency, trauma, or traffic collisions.

Figure 2: EMS Call Pickup to First Unit Assigned. Includes all Emergency EMS Call Types, and Calls With and Without Determinant Codes. This excludes times for calls deemed to be non-emergency per NFPA 1225.

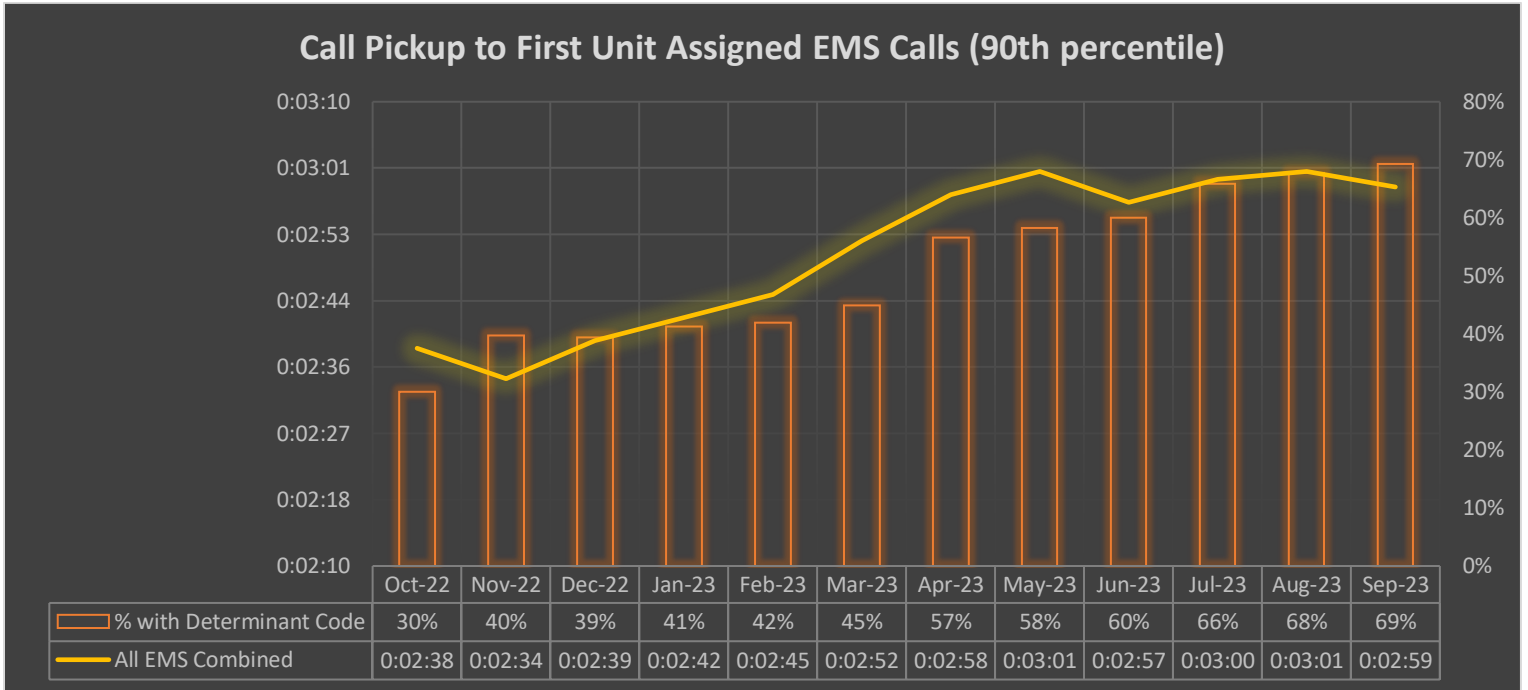
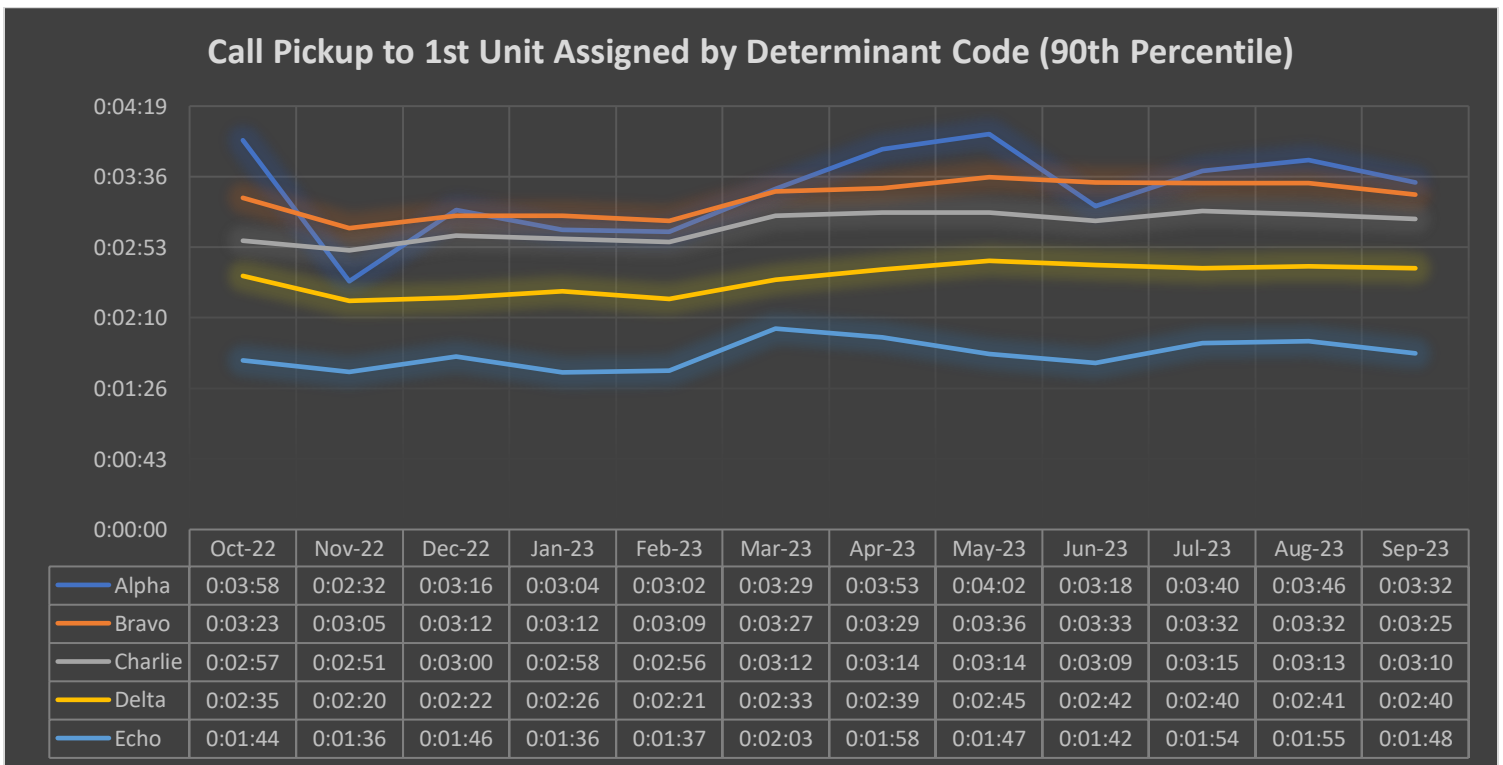


Figure 3: EMS Call Pickup to First Unit Assigned by EMD Determinant Code.



Fire/Rescue Related Calls

Fire/Rescue related calls include all CAD problem codes that reference specific fire types. This excludes times for calls deemed to be non-emergency per NFPA 1225.

Figure 4: Fire/Rescue Call Pickup to First Unit Assigned.

