CONFIRE 911 Call Processing Time Analysis

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CONFIRE
Regional Emergency Communications

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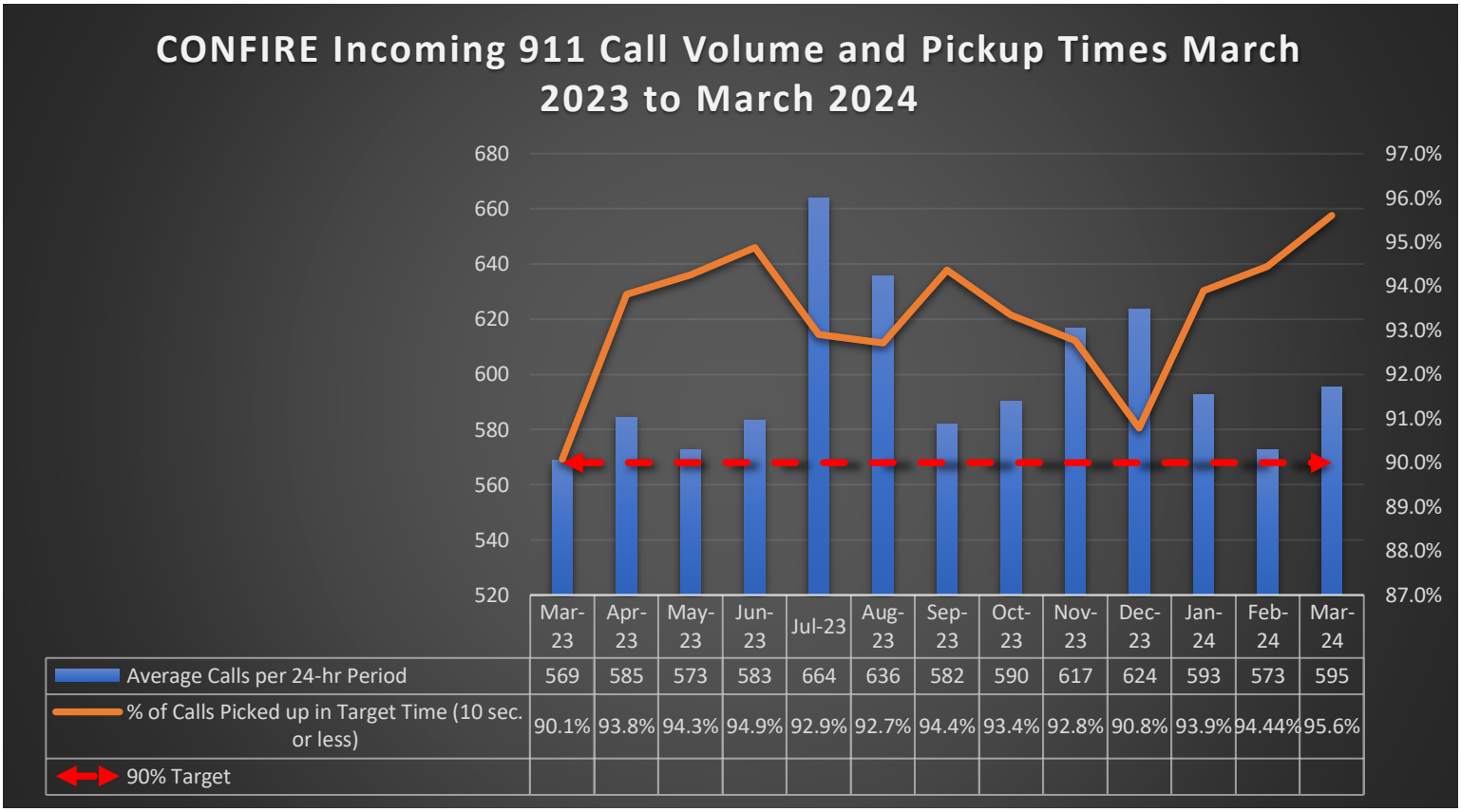
Figure 1: CONFIRE PSAP 911 Call Pickup Times for Primary PSAP Transfers per ECaTS Reporting System.



	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Average Calls per 24-hr Period	569	585	573	583	664	636	582	590	617	624	593	573	595
% of Calls Picked up in Target Time (10 sec. or less)	90.1%	93.8%	94.3%	94.9%	92.9%	92.7%	94.4%	93.4%	92.8%	90.8%	93.9%	94.44%	95.6%
90% Target													

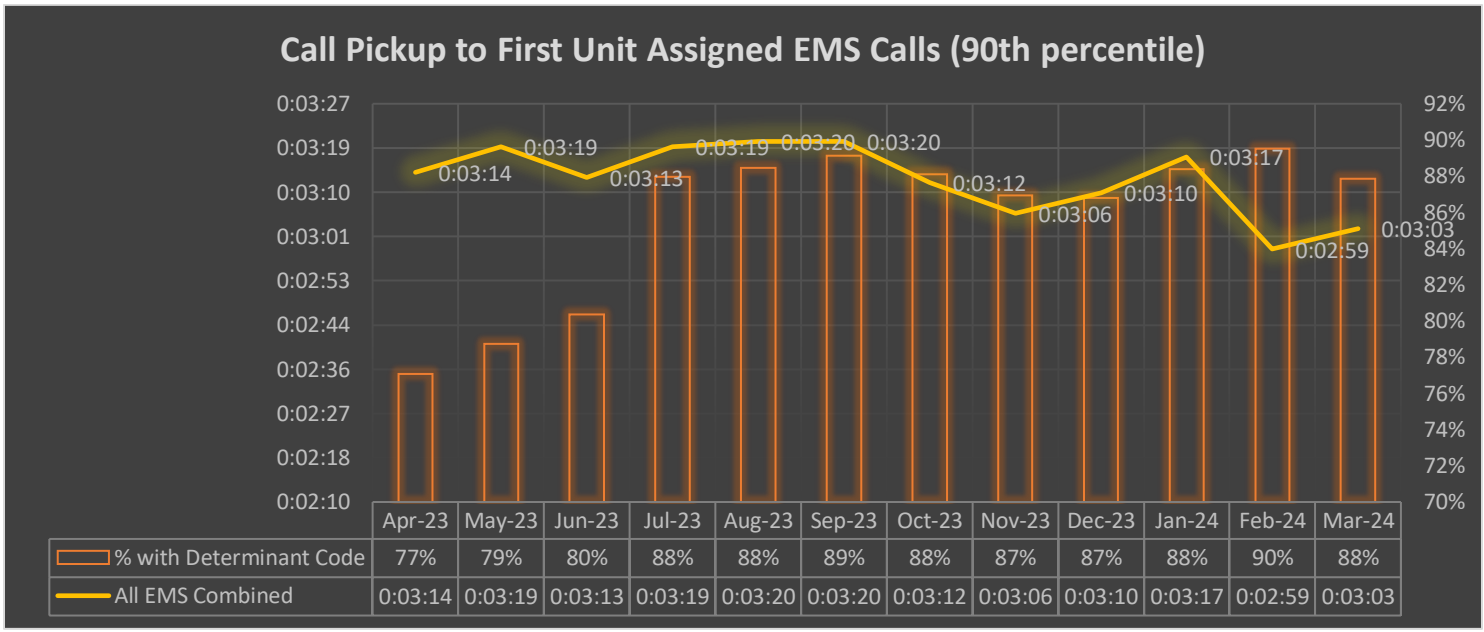
Emergency Call Processing

Once the call is answered by CCC dispatchers, all call activity is captured in CONFIRE's CAD server. The following table illustrates 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

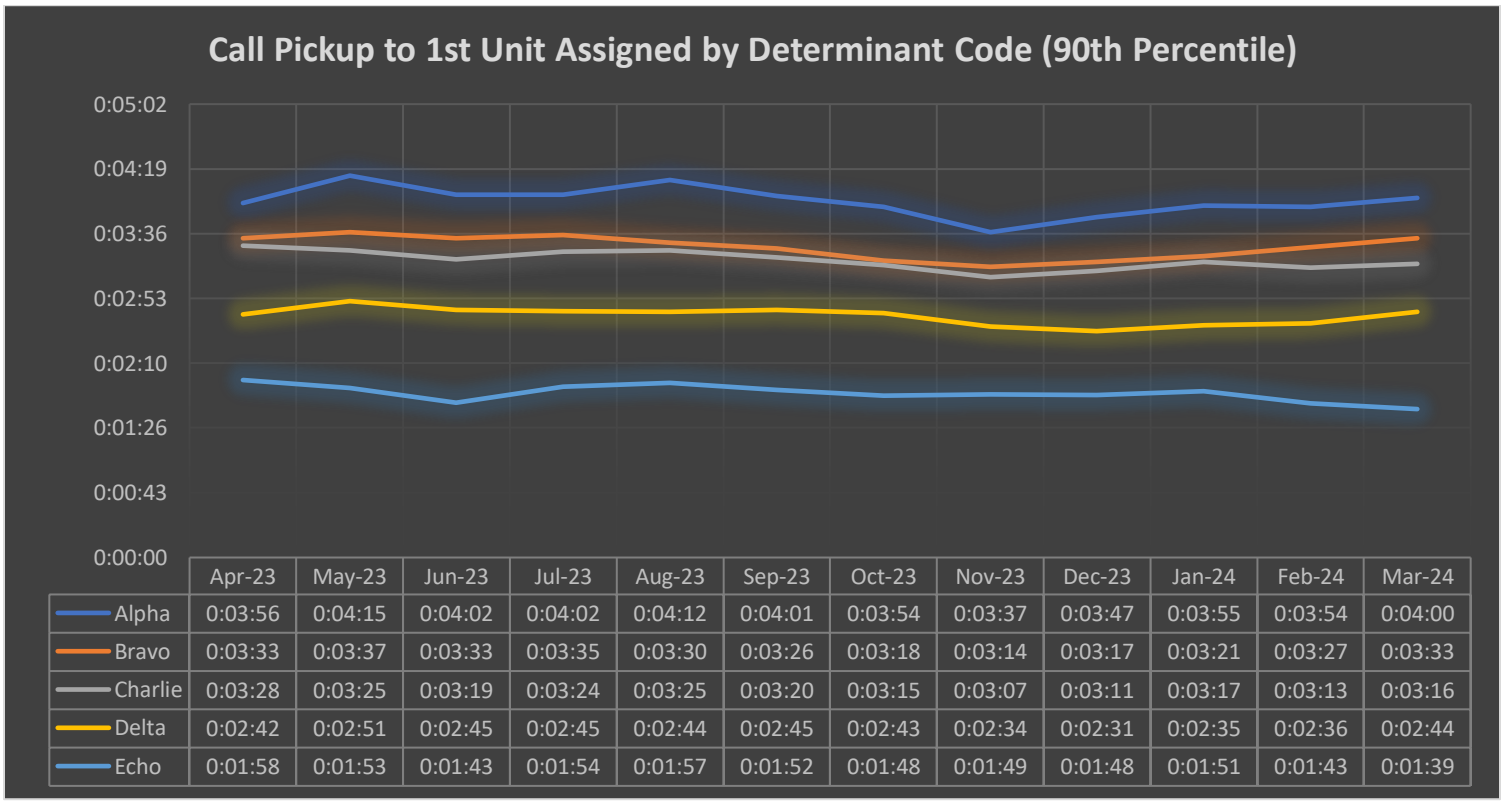
EMS Calls include all CAD problem codes that reference a medical emergency, trauma, or traffic collisions.

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.



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
% with Determinant Code	77%	79%	80%	88%	88%	89%	88%	87%	87%	88%	90%	88%
All EMS Combined	0:03:14	0:03:19	0:03:13	0:03:19	0:03:20	0:03:20	0:03:12	0:03:06	0:03:10	0:03:17	0:02:59	0:03:03

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

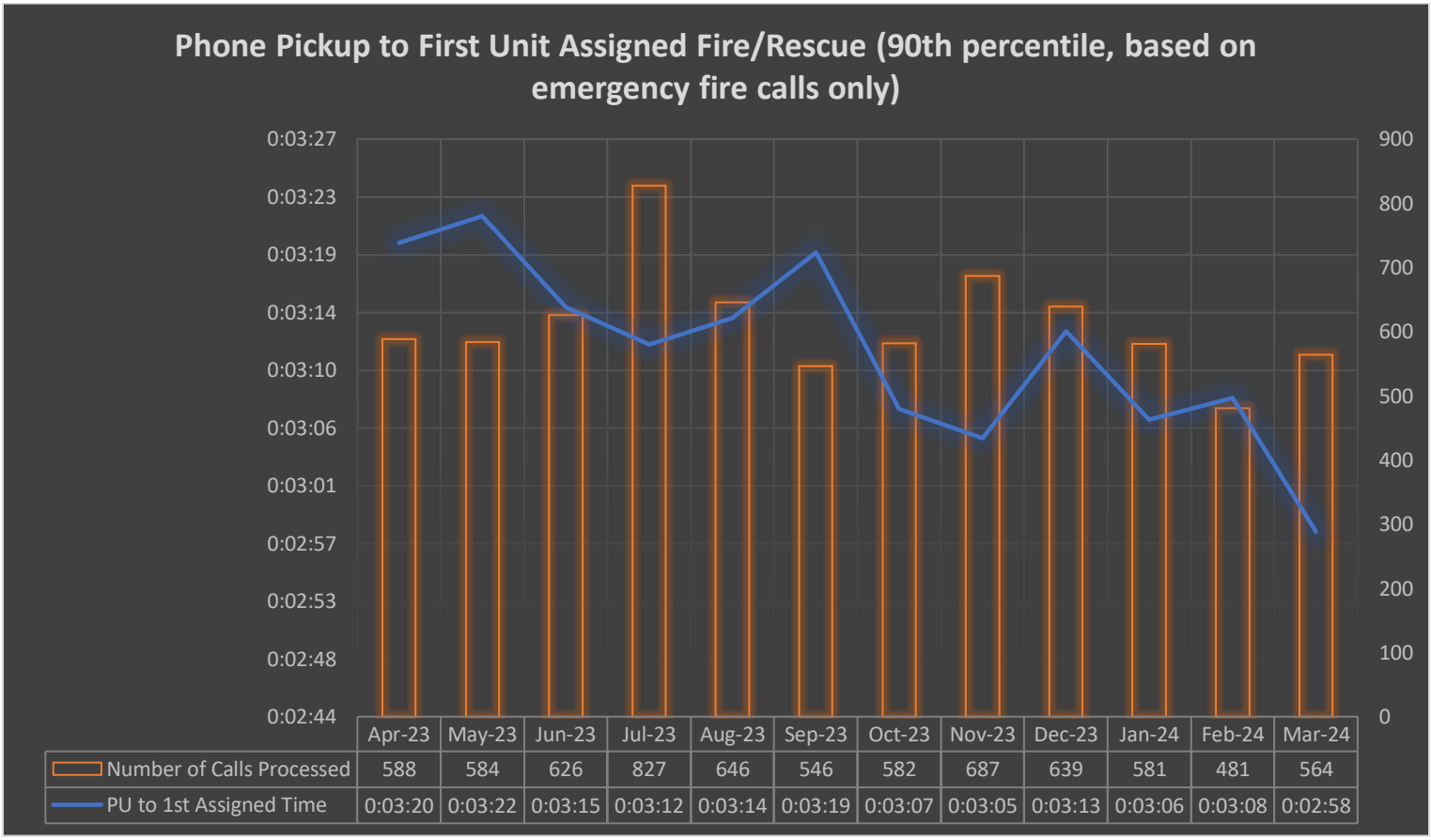


	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Alpha	0:03:56	0:04:15	0:04:02	0:04:02	0:04:12	0:04:01	0:03:54	0:03:37	0:03:47	0:03:55	0:03:54	0:04:00
Bravo	0:03:33	0:03:37	0:03:33	0:03:35	0:03:30	0:03:26	0:03:18	0:03:14	0:03:17	0:03:21	0:03:27	0:03:33
Charlie	0:03:28	0:03:25	0:03:19	0:03:24	0:03:25	0:03:20	0:03:15	0:03:07	0:03:11	0:03:17	0:03:13	0:03:16
Delta	0:02:42	0:02:51	0:02:45	0:02:45	0:02:44	0:02:45	0:02:43	0:02:34	0:02:31	0:02:35	0:02:36	0:02:44
Echo	0:01:58	0:01:53	0:01:43	0:01:54	0:01:57	0:01:52	0:01:48	0:01:49	0:01:48	0:01:51	0:01:43	0:01:39

Fire/Rescue Related Calls

Fire/Rescue related calls include all CAD problem codes that reference specific fire types as well as technical rescue and Haz-mat calls. The count of both emergency and non-emergency (per NFPA recommendations) fire related calls are included. However, the call processing times only include emergency call types.

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



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Number of Calls Processed	588	584	626	827	646	546	582	687	639	581	481	564
PU to 1st Assigned Time	0:03:20	0:03:22	0:03:15	0:03:12	0:03:14	0:03:19	0:03:07	0:03:05	0:03:13	0:03:06	0:03:08	0:02:58