CONFIRE 911 Call Processing Time Analysis

December 2023
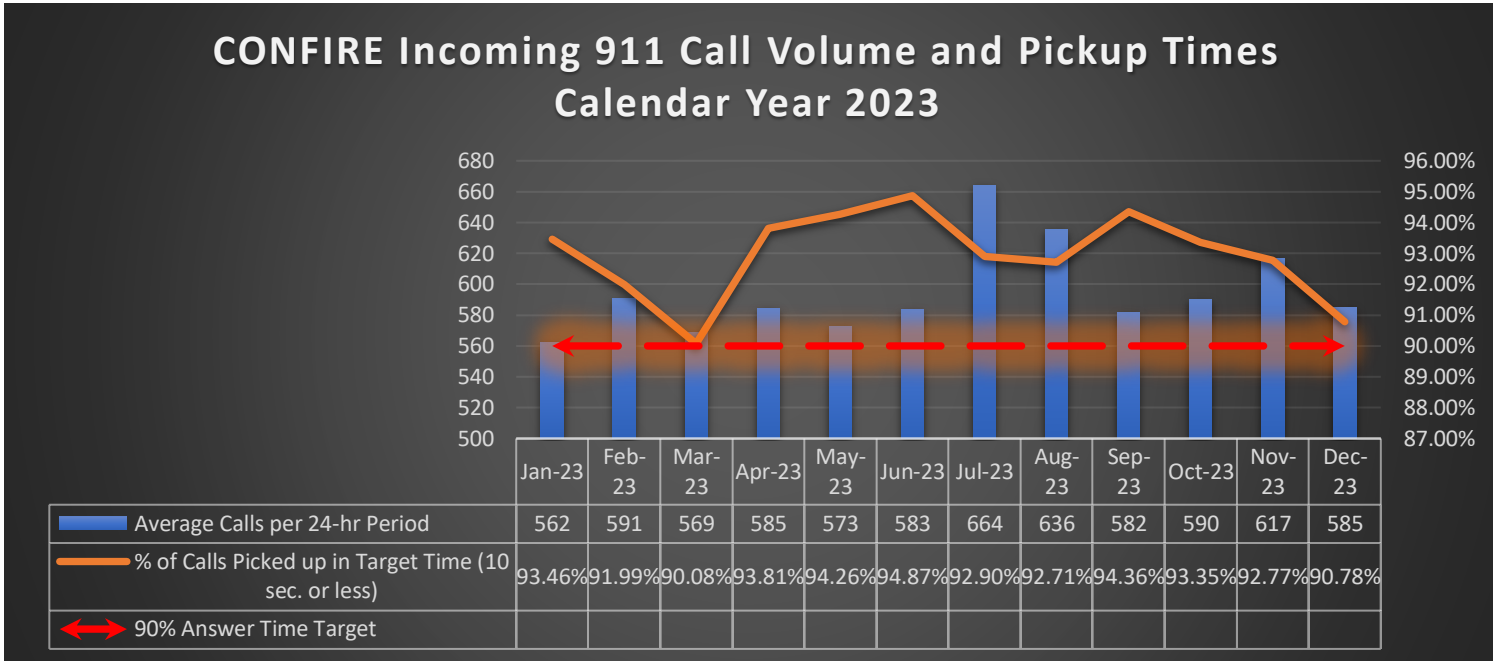
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CONFIRE Incoming 911 Call Volume and Pickup Times Calendar Year 2023

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
▬ Average Calls per 24-hr Period	562	591	569	585	573	583	664	636	582	590	617	585
▬ % of Calls Picked up in Target Time (10 sec. or less)	93.46%	91.99%	90.08%	93.81%	94.26%	94.87%	92.90%	92.71%	94.36%	93.35%	92.77%	90.78%
↔ 90% Answer Time 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.
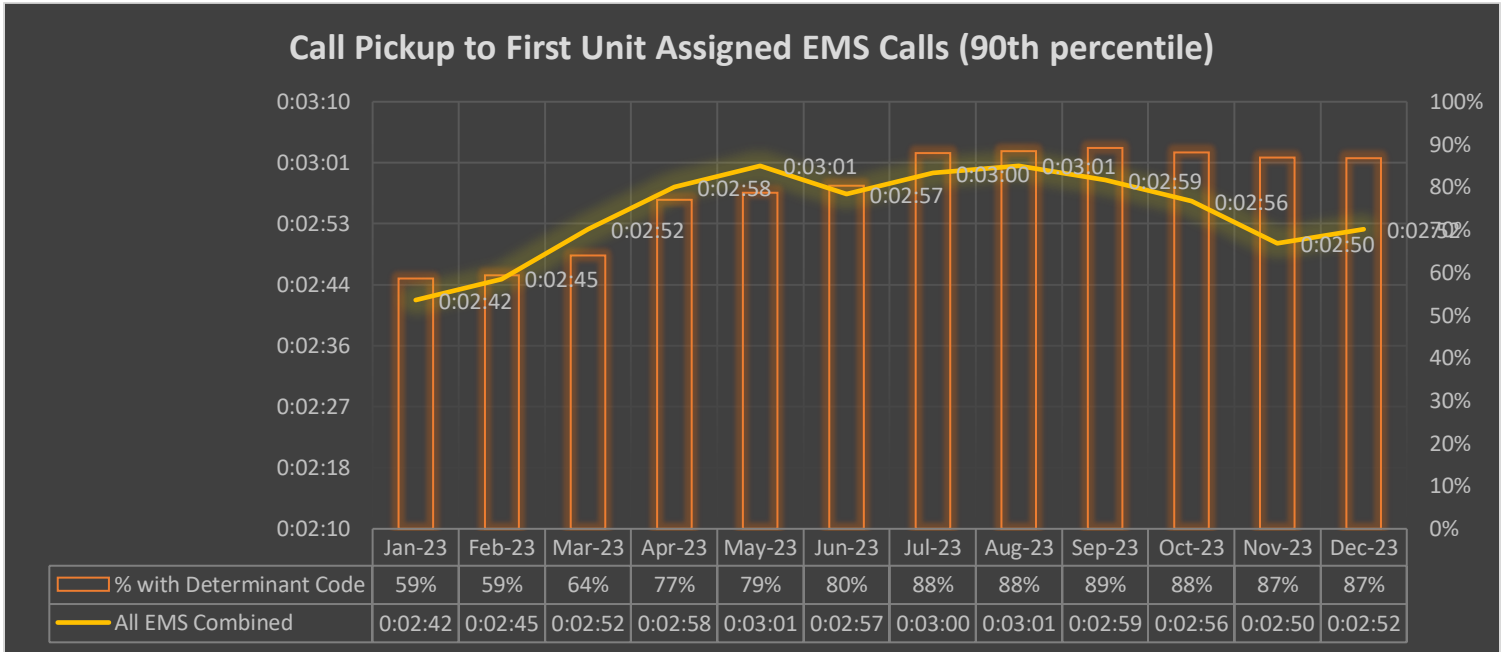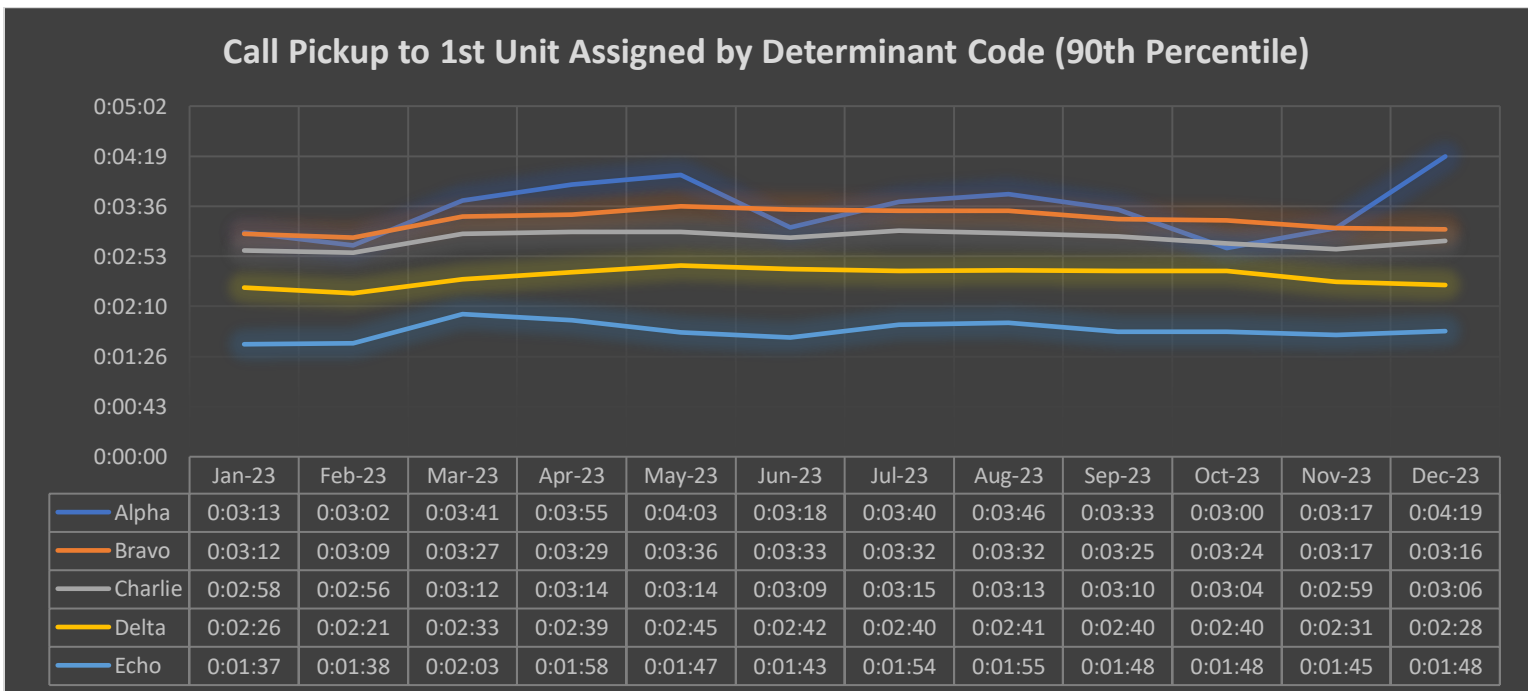
Call Pickup to First Unit Assigned EMS Calls (90th percentile)

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
% with Determinant Code	59%	59%	64%	77%	79%	80%	88%	88%	89%	88%	87%	87%
All EMS Combined	0:02:42	0:02:45	0:02:52	0:02:58	0:03:01	0:02:57	0:03:00	0:03:01	0:02:59	0:02:56	0:02:50	0:02:52

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

Call Pickup to 1st Unit Assigned by Determinant Code (90th Percentile)

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Alpha	0:03:13	0:03:02	0:03:41	0:03:55	0:04:03	0:03:18	0:03:40	0:03:46	0:03:33	0:03:00	0:03:17	0:04:19
Bravo	0:03:12	0:03:09	0:03:27	0:03:29	0:03:36	0:03:33	0:03:32	0:03:32	0:03:25	0:03:24	0:03:17	0:03:16
Charlie	0:02:58	0:02:56	0:03:12	0:03:14	0:03:14	0:03:09	0:03:15	0:03:13	0:03:10	0:03:04	0:02:59	0:03:06
Delta	0:02:26	0:02:21	0:02:33	0:02:39	0:02:45	0:02:42	0:02:40	0:02:41	0:02:40	0:02:40	0:02:31	0:02:28
Echo	0:01:37	0:01:38	0:02:03	0:01:58	0:01:47	0:01:43	0:01:54	0:01:55	0:01:48	0:01:48	0:01:45	0:01:48

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.

Phone Pickup to First Unit Assigned Fire/Rescue (90th percentile)

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Number of Calls Processed	1228	1138	1080	1150	1152	1228	1626	1274	1064	1140	675	632
PU to 1st Assigned Time	0:03:04	0:03:03	0:03:10	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