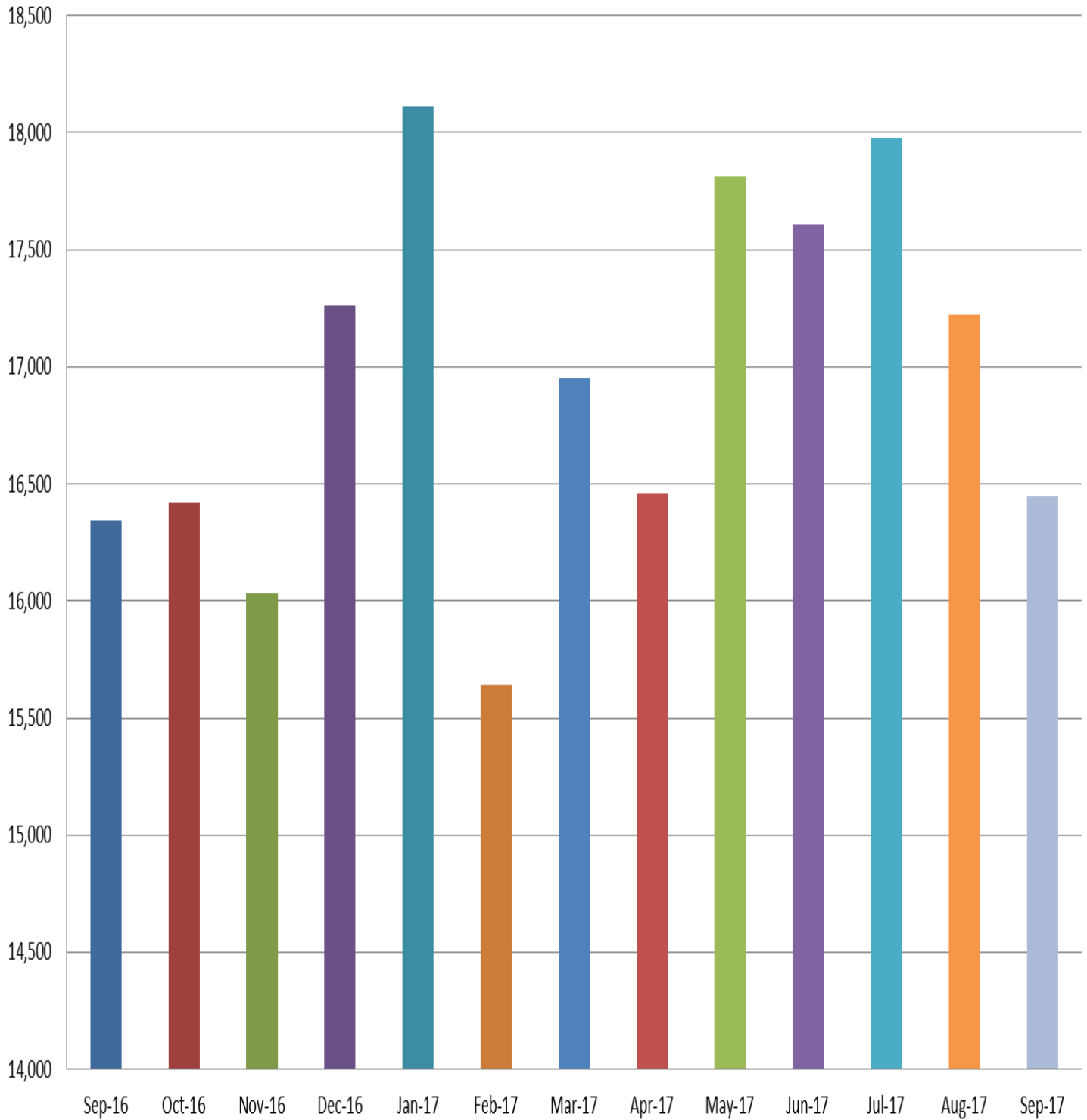


CAD Incidents – September, 2017

Total number of CAD incidents entered for September: 16,445

CAD Incidents



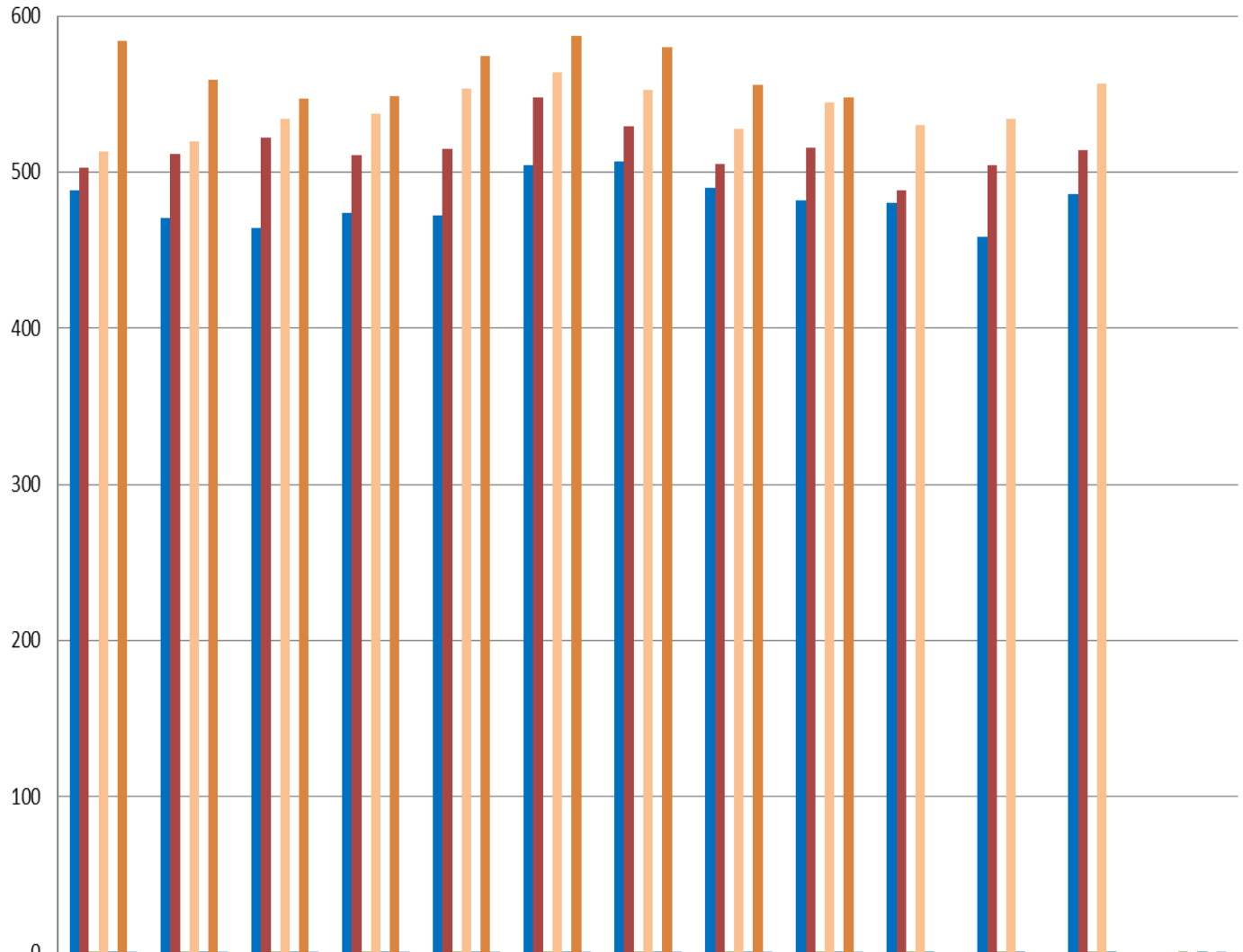
	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
■ CAD Incidents	16,343	16,416	16,032	17,260	18,114	15,644	16,951	16,456	17,813	17,607	17,978	17,221	16,445

CAD Incidents – September, 2017

Average number of CAD incidents entered per day for September: 548

**The "% Change" is the percentage difference between 2014 and 2015.*

Average Number of Incidents Per Day



*** The "% Change" is the percentage difference between 2015 and 2016.*

**** The "% Change" is the percentage difference between 2016 and 2017.*

SRFECC Telephony Performance Measure September, 2017

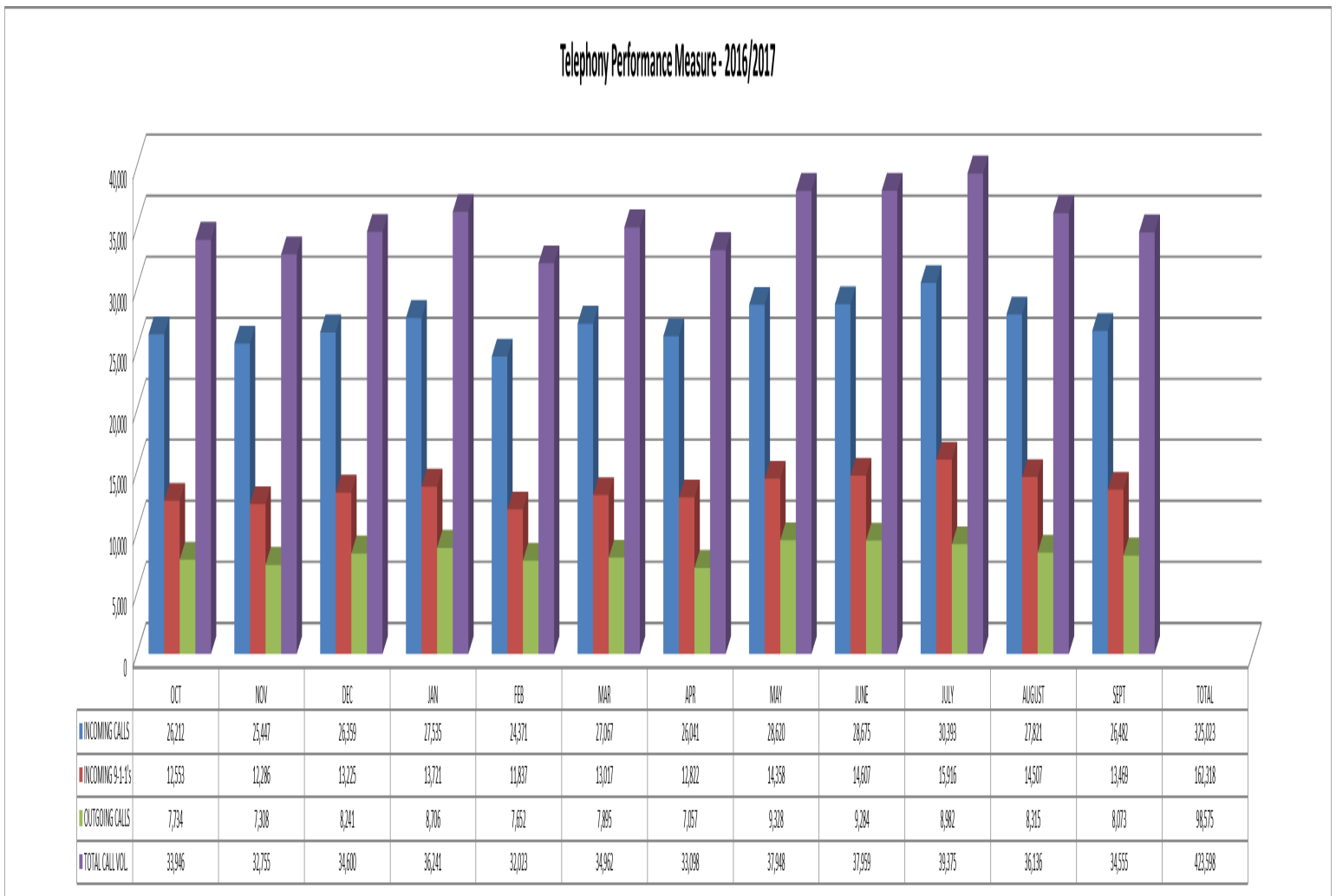
The following data is the telephony performance measures for the Sacramento Regional Fire/EMS Communications Center (SRFECC) during the month of September, 2017 for all incoming and outgoing calls to and from the Center on 9-1-1 lines, Seven-Digit Emergency (7DE) lines, Allied Agencies (i.e. Sacramento Police Dept.), Alarm Company lines, as well as Seven-Digit Administrative lines.

Summary of Information

During the month of September, 2017 dispatch staff processed **26,482** incoming calls and **8,073** outgoing calls for a total call volume of **34,555**.

Detailed Breakdown of Information – Incoming Lines

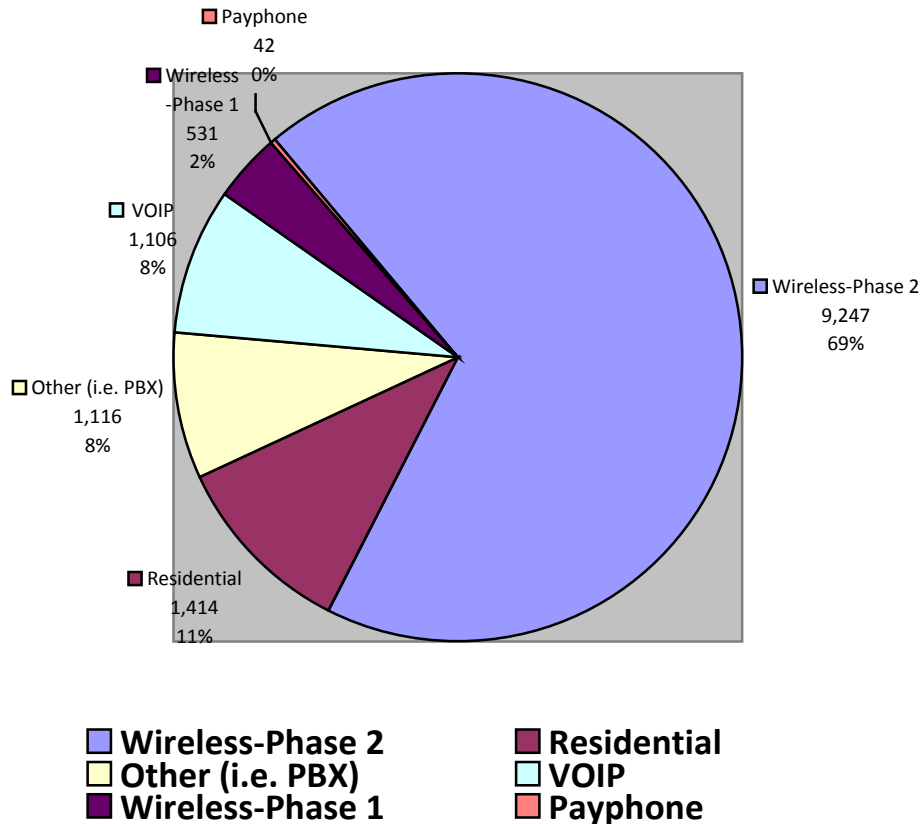
- **9-1-1 Emergency lines: 13,469**
- **“Seven-Digit” Emergency lines (7DE): 4,191**
- **Allied Agency/Alarm Companies: 3,344**
- **Non-Emergency/Administrative (7DA) lines: 5,455**



SRFECC Telephony Performance Measure September, 2017

The following chart represents incoming call distribution according to class of service (i.e. Wireless-Phase 2, VOIP, etc.) for the 13,456 incoming 9-1-1 calls.

INCOMING 9-1-1 CALL DISTRIBUTION - September, 2017



Emergency Lines Answering Standard: NFPA-1221 (2016 Edition)

According to NFPA-1221 (2016 ed.), Chp. 7, Sec. 7.4 – Operating Procedures:

Rule 7.4.1: *“Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.”*

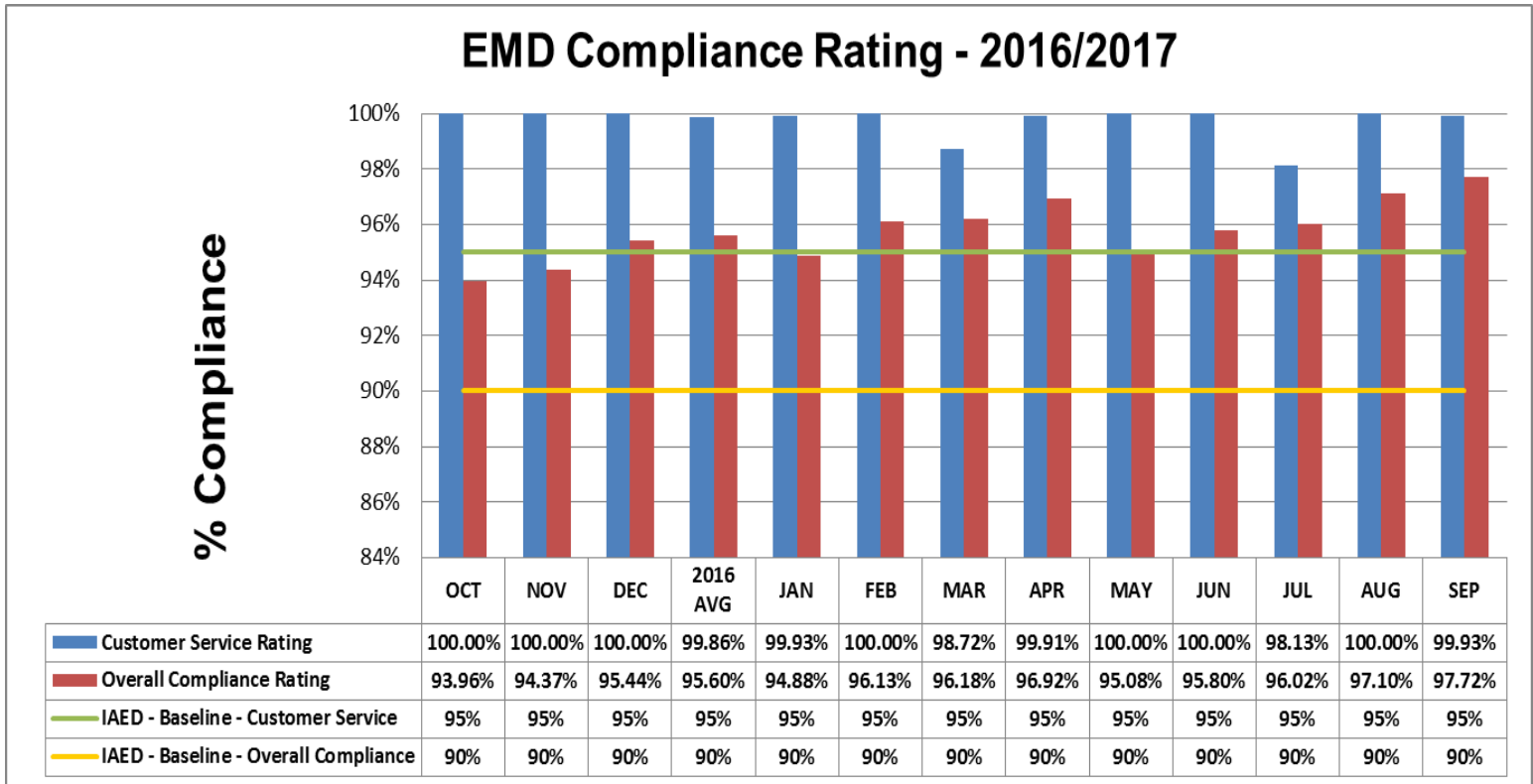
NFPA-1221 (2016 ed.) recommends that all calls received on emergency lines shall be answered within 15 seconds 95% of the time and 99% percent of emergency lines shall be answered within 40 seconds – In September, the dispatch team answered all calls on emergency lines within 15 seconds 96.21% of the time and answered within 40 seconds 99.41%.

Thus, the dispatch team exceeded both NFPA answering standards in September.

Emergency Medical Dispatching (EMD) Compliance Scores

- **Customer Service Score Average* (Baseline Requirement of 95%)**
 - **Overall Customer Service Score – September, 2017: 99.93**
 - **Overall Customer Service Score – 2017: 99.71**

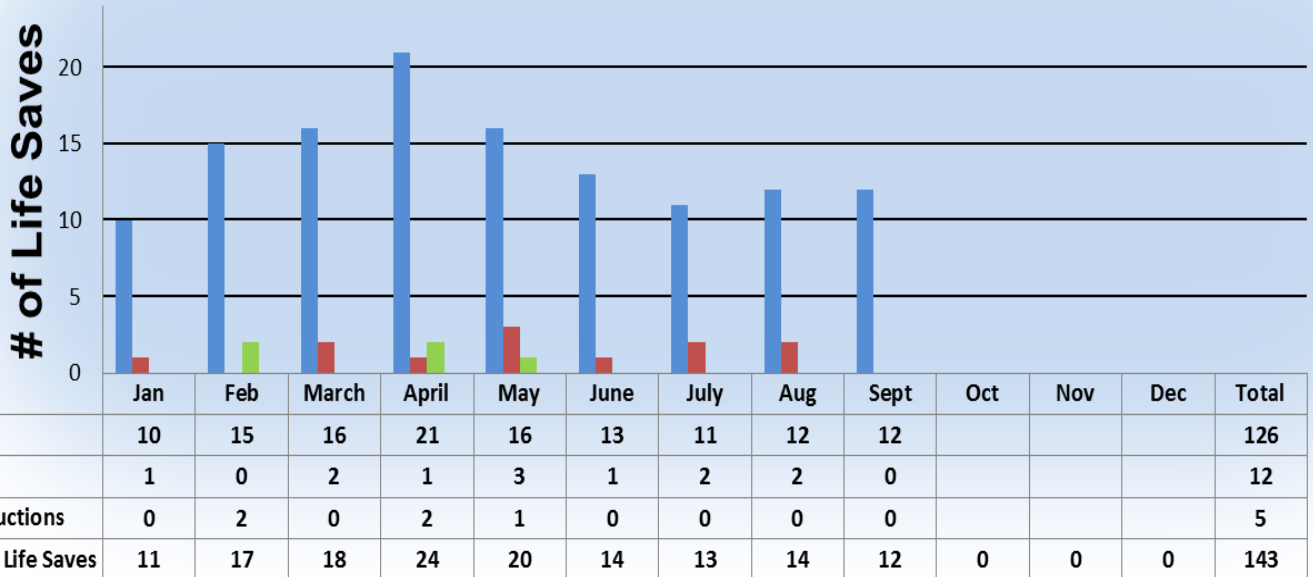
- **Overall Compliance Score Average* (Baseline Requirement of 90%)**
 - **Overall Compliance Score – September, 2017: 97.72**
 - **Overall Compliance Score – 2017: 96.40%**



**Effective Emergency Medical Dispatch (EMD) practices are based on the consistent use of medically approved dispatch protocols. EMD or the Medical Priority Dispatching System (MPDS) is in part based on published standards of the International Academy of Emergency Dispatch (IAED) in consultation with the National Association of EMS Physicians (NAEMSP), the American Society for Testing and Materials (ASTM), the American College of Emergency Physicians (ACEP), the U.S. Department of Transportation (USDOT), the National Institutes of Health (NIH), the American Medical Association (AMA), and more than 30 years of research, development, and field testing throughout the world. Overall, the dispatch protocols are established by the IAED Board of Fellows, which is also responsible for setting the accreditation process of the International Academy. Per IAED, the Quality Improvement/Assurance standards require a consistent, cumulative MPDS incident case review of at or above the stated baseline percentage.*

Emergency Medical Dispatching (EMD) Compliance Scores

SRFECC - 143 Life Saves - 2017



12 Life Saves – September 2017

1. On September 2nd, *Call Taker Dawn Gaffney*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
2. On September 7th, *Call Taker Laura Macias*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
3. On September 8th, *Call Taker Angela Stefenoni*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
4. On September 9th, *Call Taker Carly Goddard*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
5. On September 11th, *Dispatcher Dana Guerrero*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
6. On September 11th, *Call Taker Theresa Miller*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
7. On September 13th, *Supervisor Tara Poirier*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
8. On September 14th, *Call Taker Carly Goddard*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
9. On September 16th, *Call Taker Janet Tracy*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
10. On September 18th, *Supervisor Elizabeth Strong*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
11. On September 25th, *Dispatcher Dana Guerrero*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.
12. On September 26th, *Call Taker Angela Stefenoni*, while utilizing effective EMD instructions assisted the 9-1-1 reporting party in providing life-saving CPR instructions.