

Emergency Communications Department Managing For Results 2015

Presented to

Monterey County Board of Supervisors

November 10, 2015



Background

- CA Government Code, Section 53100, also known as the Warren 9-1-1 Emergency Assistance Act, establishes the requirement for every local public agency to establish and operate an emergency telephone (9-1-1) system.
- By agreements between Monterey County and the Monterey County municipalities and miscellaneous agencies, for a majority of Monterey County, the responsibility to provide 9-1-1 and emergency public safety dispatch and associated services is vested in Monterey County Emergency Communications Department.

MCECC Responsibilities

- Receive emergency and non-emergency requests for assistance from the public.
 - Nature of the emergency, determine incident location, and get contact information.
- Dispatch the appropriate emergency responder to the incident.
 - Correct location
 - Correct responding resources

Standards

- CA Government Code, Section 53114.2 gives the 9-1-1 Branch, Cal OES authority to establish mandatory standards
 - CA 9-1-1 Network
 - Infrastructure and Carrier Standards
 - Public Safety Answering Points (PSAPs)
 - Accessibility to the Public
 - Call Answering Time – Answer within 10 Seconds
- National Emergency Number Association
- Association of Public Safety Communications Officials
- National Fire Protection Association

Operational Overview

(Resources)

- Number of dispatcher positions: 24 (2 assigned to AMR)
- Number of law channels monitored: 8 primary, 7 secondary
- Number of fire channels monitored: 4 primary, 3 secondary
- Number of radio channels recorded: 72
- Number of telephone lines recorded: 48



Operational Overview

Call Volume (annual)

- Number of emergency calls answered: 198,163
- Number of non-emergency calls answered: 363,873
- Number of law enforcement calls generated: 539,352
- Number of fire service calls generated: 51,785
- Number of medical service calls generated: 42,754
- Number of calls transferred to CHP: 9,422
- Number of calls transferred to CalFIRE: 1,355
- Number of calls transferred to other counties: 54



2015 Annual Report

MEASURES	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Output/Workload Measures				
Number of law enforcement calls generated.	524,062	524,458	541,746	539,352
Number of fire service calls generated.	47,008	47,123	49,031	51,785
Total number of hours required for minimum staffing.	112,639	112,639	112,639	112,639
Efficiency Measures				
Percent of high priority law enforcement calls for service initiated within 40 seconds. Target = 95%	N/A	N/A	N/A	N/A
Percent of law enforcement calls dispatched to correct location. Target = 100%	>99.99%	>99.99%	>99.99%	>99.99%
Percent of high priority fire calls for service initiated within 60 seconds. Target = 95%	N/A	N/A	N/A	N/A
Percent of fire calls dispatched to correct incident location. Target = 100%	>99.99%	>99.99%	>99.99%	>99.99%
Average length of time between initiation of high priority calls for service into the CAD system and notification to the responding agency.	85 seconds	70 seconds	72 seconds	<u>47 seconds</u>
Percent of overtime hours required for minimum staffing.	17%	23%	23%	23%
Percent of sick leave hours taken.	4%	5%	3%	2.4%

2015 Annual Report

MEASURES	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Output/Workload Measures				
Number of emergency calls answered.	177,783	188,921	209,334	198,163
Number of non-emergency calls answered.	362,977	305,769	336,818	363,874
Efficiency Measures				
Average length of time to answer a call: emergency or non-emergency. Target = 10 seconds	7.6 seconds	6.8 seconds	6.6 seconds	7 seconds
Effectiveness Measures				
Percent of emergency or non-emergency calls answered within 10 seconds. Target = 90%	77%	80%	82.4%	86%
Percent of emergency or non-emergency calls answered within 20 seconds. Target = 95%	94%	96%	95%	93%

2015 Annual Report

MEASURES	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15
	ACTUAL	ACTUAL	ACTUAL	ACTUAL
Output/Workload Measures				
Number of records for incident information provided.	1,491	1,618	1,781	2150
Number of public outreach activities.	10	6	6	10
Effectiveness Measures				
Number of complaints received. Target = 0	N/A	32	15	15

Monterey County Strategic Initiatives

Policy Area

Strategic Initiatives *key words

- Public Safety
Create a safe environment
- Health and Human Services
Improve health and quality of life
- Administration
Responsiveness, strong customer orientation, accountability, and transparency.

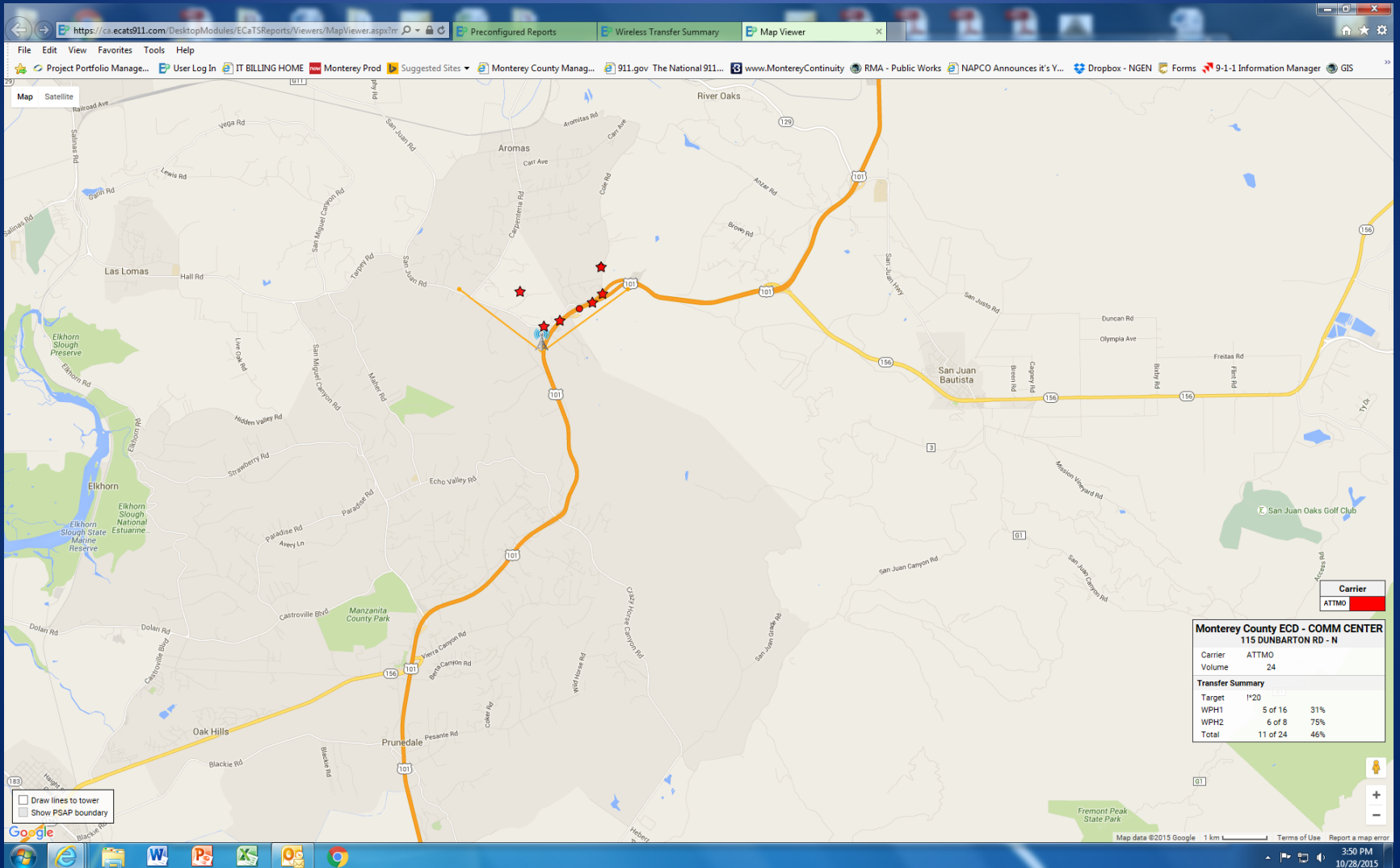
Measuring Customer Service & Managing Operations

- Call Delivery Efficiency
 - Transfers
- Operational Efficiency
 - Busy Hour
 - Translation Needs
- Dispatcher/ Call Taker Efficiency
 - Agent Reports

Call Transfers

Transfer From	Transfer To	Cell Sector	Carrier	Total 9-1-1 Calls	Total 9-1-1 Calls Transferred	Percentage of Calls Transferred
Carmel PD	CHP Monterey	HWY 1 CARMEL CRML TB 1153 D7 NE	ATTMO	25	21	84.00%
Monterey County ECD - COMM CENTER	CHP Monterey	115 DUNBARTON RD MONC TB 1037 B4 N	ATTMO	199	112	56.28%
Monterey County ECD - COMM CENTER	CHP Monterey	RURAL RD MonC TB NOT-AVL NW	ATTMO	146	74	50.68%
Monterey County ECD - COMM CENTER	CHP Monterey	1021 MONTEREY- SALINAS HWY SAL TB 1135 F5 W	ATTMO	59	31	52.54%
Monterey County ECD - COMM CENTER	CHP Monterey	PEACHTREE RANCH OFF HWY 198 MONT TB NOT- AVL SW	ATTMO	34	23	67.65%
Monterey County ECD - COMM CENTER	CHP Monterey	25445 CHUALAR RIVER RD SAL TB 1138 E7 W	VZW	20	13	65.00%

Call Transfers



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Daily Emergency Call Stats

Total 911 Count	533
911 Calls Answered	466
Abandoned 911 Calls	67
Average Duration	125 seconds
Answered within 10 seconds	77%
Answered within 20 seconds	98%
Answered within 60 seconds	100%
Answered within 120 seconds	100%
Answered over 120 Seconds	0%

Top 5 Busiest Hours (All Call Types)

10/15/2015 2:00:00 PM	171
10/15/2015 10:00:00 AM	150
10/15/2015 3:00:00 PM	145
10/15/2015 12:00:00 PM	145
10/15/2015 6:00:00 PM	144

Top 5 Busiest Hours (911 Calls)

10/15/2015 6:00:00 PM	42
10/15/2015 5:00:00 PM	41
10/15/2015 2:00:00 PM	41
10/15/2015 9:00:00 PM	34
10/15/2015 7:00:00 PM	31

Call Types

Class	Call Count	%
BUSN	522	4.24 %
CNTX	56	0.45 %
No Class of Service	46	0.37 %
PAYP	177	1.44 %
PBX	316	2.57 %
RESD	938	7.62 %
TLMA	1	0.01 %
VOIP	539	4.38 %
W911	2760	22.42 %
WPH2	6954	56.50 %
TOTALS	12309	

Call Answer Times by Hour

Call Hour	Answer Times In Seconds							Total
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	
00:00	683	169	41	23	1	0	0	917
01:00	567	112	24	20	3	0	0	726
02:00	422	90	18	10	1	0	0	541
03:00	433	57	15	6	0	0	0	511
04:00	371	57	13	8	1	0	0	450
05:00	451	95	23	11	0	0	0	580
06:00	642	78	23	16	0	0	0	759
07:00	1,048	216	75	61	6	2	0	1408
08:00	1,360	289	98	111	22	2	0	1882
09:00	1,384	327	136	156	27	7	0	2037
10:00	1,543	291	129	132	18	3	0	2116
11:00	1,604	374	144	133	12	2	0	2269
12:00	1,411	312	143	131	24	3	0	2024
13:00	1,413	321	157	156	25	4	0	2076
14:00	1,732	269	98	83	8	2	0	2192
15:00	1,731	273	104	83	9	0	0	2200
16:00	1,690	290	112	93	11	1	0	2197
17:00	1,601	308	123	114	19	2	0	2167
18:00	1,552	287	117	109	9	0	0	2074
19:00	1,464	250	86	95	7	0	0	1902
20:00	1,185	224	84	65	6	1	1	1566
21:00	1,087	213	58	67	7	2	0	1434
22:00	1,103	208	58	49	7	1	0	1426
23:00	910	149	34	15	3	0	0	1111
Total	27,387	5259	1,913	1,747	226	32	1	36565

Busy Hour Reports

Call Hour	# Calls	Avg Duration (secs)
10/18/2015 07:00	175	75.35
10/7/2015 15:00	145	100.10
10/6/2015 15:00	144	93.04
10/18/2015 09:00	133	94.42
10/19/2015 16:00	132	126.27
10/16/2015 11:00	131	102.90
10/16/2015 17:00	129	114.83
10/13/2015 16:00	128	114.77
10/2/2015 15:00	127	119.31
10/8/2015 14:00	127	94.37
Total Calls:	1371	
Average Duration of Calls:		102.44

Translation Services

Lang Code	Description	Calls	Minutes	Percent Calls	Percent Minutes
060	Spanish	6,867	33,917	99.2%	98.8%
041	Korean	13	87	0.2%	0.3%
035	Mandarin	7	61	0.1%	0.2%
049	Vietnamese	6	42	0.1%	0.1%
090	Arabic	6	42	0.1%	0.1%
078	Russian	1	35	0.0%	0.1%
080	Punjabi	4	19	0.1%	0.1%
058	French	4	17	0.1%	0.0%
040	Japanese	3	17	0.0%	0.0%
031	Cantonese	2	15	0.0%	0.0%
066	Romanian	1	12	0.0%	0.0%
071	Greek	1	11	0.0%	0.0%
395	Filipino	1	11	0.0%	0.0%
117	Tagalog	1	9	0.0%	0.0%
059	Italian	1	9	0.0%	0.0%
082	Hindi	1	8	0.0%	0.0%
110	Pashto (Afghanistan)	1	6	0.0%	0.0%
Account Total :		6,920	34,318		
Report Total:		6,920	34,318		

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Call County by Day per Agent

Agent Name		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
	Occurrences	1.	1.	1.	1.	1.	1.	1.	
Agent A	Call Count:	0	0	4	0	2	10	0	16
	% of Total:	0.0%	0.0%	25.0%	0.0%	12.5%	62.5%	0.0%	100.0%
	Avg / Day:	0	0	4	0	2	10	0	2
Agent B	Call Count:	29	14	17	7	60	0	0	127
	% of Total:	22.83%	11.02%	13.39%	5.51%	47.24%	0.0%	0.0%	100.0%
	Avg / Day:	29	14	17	7	60	0	0	18
Agent C	Call Count:	0	0	0	0	0	0	22	22
	% of Total:	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%
	Avg / Day:	0	0	0	0	0	0	22	3
Agent D	Call Count:	26	11	77	3	37	8	41	203
	% of Total:	12.81%	5.42%	37.93%	1.48%	18.23%	3.94%	20.2%	100.0%
	Avg / Day:	26	11	77	3	37	8	41	29
Agent E	Call Count:	115	53	38	159	0	0	0	365
	% of Total:	31.51%	14.52%	10.41%	43.56%	0.0%	0.0%	0.0%	100.0%
	Avg / Day:	115	53	38	159	0	0	0	52
Agent F	Call Count:	29	66	18	1	0	7	52	173
	% of Total:	16.76%	38.15%	10.4%	0.58%	0.0%	4.05%	30.06%	100.0%
	Avg / Day:	29	66	18	1	0	7	52	25
None	Call Count:	230	137	186	199	163	190	137	1,242
	% of Total:	18.52%	11.03%	14.98%	16.02%	13.12%	15.3%	11.03%	100.0%
	Avg / Day:	230	137	186	199	163	190	137	177
Total	Call Count:	2,562	2,112	1,972	2,016	2,103	2,196	1,927	14,888
	% of Total:	17.21%	14.19%	13.25%	13.54%	14.13%	14.75%	12.94%	100.0%
	Avg / Group:	39	32	30	31	32	34	30	33

Challenges

- Staffing
- Hiring & Training
- Control of Overtime
- GIS/Addressing

911

