

Clark Regional Emergency Services Agency

2006 YEAR-END STATISTICAL SUMMARY



4	Operational Shift Supervisors
38	Dispatchers (Dispatch II Positions)
10	Dispatchers In Training (Dispatch I)
10	Police Departments
14	Fire/EMS Departments
24	Total Agencies Served
628	Estimated Service Area (Square Miles Clark Co)
700	Estimated Service Area (Square Miles NCEMS Outside of Clark Co.)
403,766	Estimated Population Served
427,289	Total Incoming Telephone Calls Answered in 2006
35,459	Monthly Average of Incoming Telephone Calls
1,166	Daily Average of Incoming Telephone Calls
302,504	Total 9-1-1 Calls (Includes Wireless & VoIP)
145,161	Wireless 9-1-1 Calls
48%	Wireless Percentage of Total 9-1-1 Calls
124,786	Non-9-1-1 Calls
5 seconds	Average Answering Time for 9-1-1 Calls
5 seconds	Average Answering Time for Non-9-1-1 Calls
1098	Number of Times Language Line Interpreter Used
13	Different Languages Interpreted

**CRESA
2006 YEAR END STATISTICAL SUMMARY (cont.)**

249,169	Total Police, Fire, EMS Incidents Dispatched	**ca941
205,634	Police Incidents Dispatched (Excluding Traffic Stops)	**ca941
79,774	Traffic Stops	**ca821
43,535	Fire/EMS Incidents Dispatched	**ca941
1355	EMD Incidents Reviewed	
2,600	Training Hours	
12	Complaints Investigated	
4	Founded Complaints	
0.0009%	Founded Complaints Percentage of All Calls	

CRESA SERVES THE FOLLOWING AGENCIES

Police Departments	FIRE/EMS Departments
Battle Ground Police	Camas Fire Department
BNSF Railroad Police	East County Fire/Rescue
Camas Police	Clark County Fire District #10
Clark County Sheriffs	Clark County Fire District #11
La Center Police	Clark County Fire District #12
Ridgefield Police	Clark County Fire District #13
Vancouver Police	Clark County Fire District #3
WSU Police	Clark County Fire District #6
Washougal Police	North Country EMS
Clark County Fire Marshal	Vancouver Fire Department
Washington State Dept. Corrections	Washougal Fire Department
	Skamania County Fire District #6
	Cowlitz/Skamania County Fire District #7
	American Medical Response

2006 STATISTICS FOR CLARK REGIONAL EMERGENCY SERVICES AGENCY

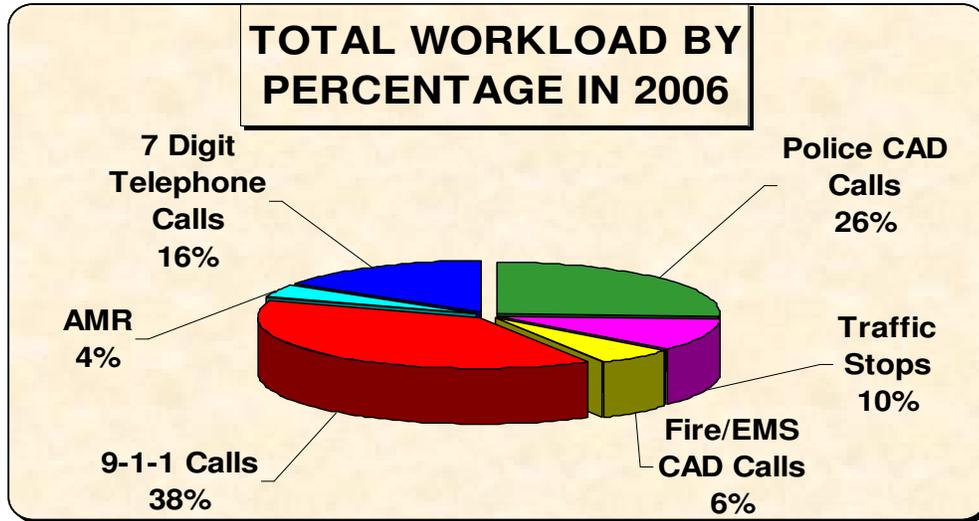
CHANGE IN WORKLOAD									
YEAR	2002	2003	2004	2005	2006	2005-2006 1 YEAR CHANGE		2002 - 2006 5 YEAR CHANGE	
Law*	205,804	203,812	210,515	211,904	205,634	-6,270	-3.0%	-170	-0.1%
Trf Stps**	71,298	68,126	63,161	65,962	79,774	13,812	20.9%	8,476	11.9%
Fire/EMS*	38,395	39,516	39,638	42,505	43,535	1,030	2.4%	5,140	13.4%
9-1-1 Calls***	294,832	308,261	317,474	320,408	302,504	-17,904	-5.6%	7,672	2.6%
AMR*	23,212	25,234	26,334	28,824	29,496	672	2.3%	6,284	27.1%
Sub-Total	633,541	644,949	657,122	669,603	660,943	-8,660	-1.3%	27,402	4.3%
OTHER*	1,114	1,460	3,079	4,090	5,525	1,435	35.1%	4,411	396.0%
7 Digit Calls***	150,228	136,934	132,484	125,965	124,786	-1,179	-0.9%	-25,442	-16.9%
Total	784,883	783,343	792,685	799,659	791,254	-8,405	-1.1%	6,371	0.8%

* CA-941 – CRCA **CA821-CRCA ***Magic

The above table shows workload changes over the past five years. During the five-year period from 2002 through 2006 overall workload increased .8%.

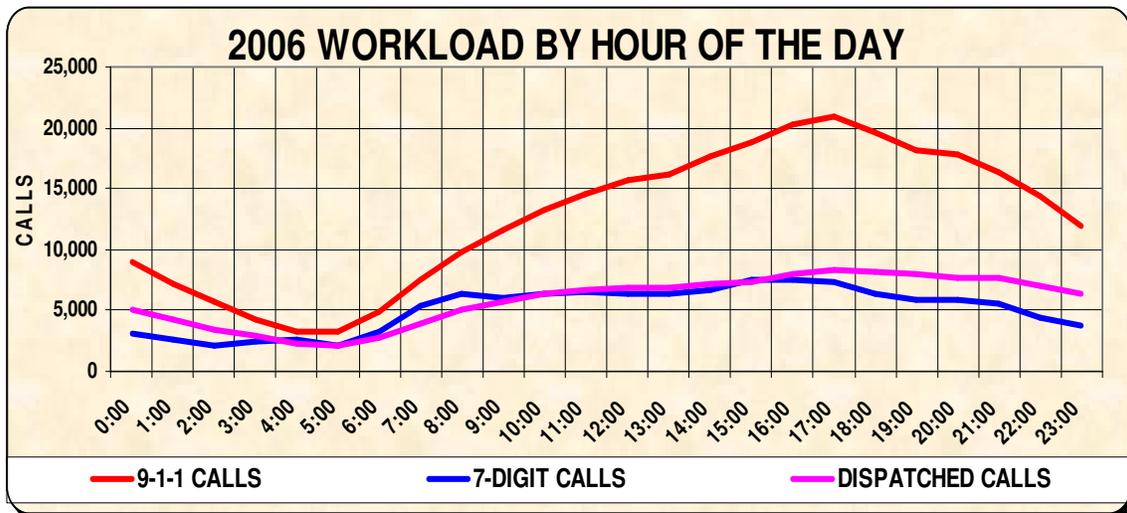
** The “Other” category includes units dispatched for agencies that are not official User Agencies of CRESA but have an affect on the workload: i.e. Animal Control, PUD, FBI, Cowlitz and Skamania Counties police and fire

DISTRIBUTION OF WORKLOAD



*From Table Page #1

Staff at CRESA divide their time between responding to radio transmissions (not calculated at this time), taking 9-1-1 calls, answering 7-digit, non-emergency lines, recording traffic stops from field units, and creating and dispatching Police, Fire, and EMS calls for service.



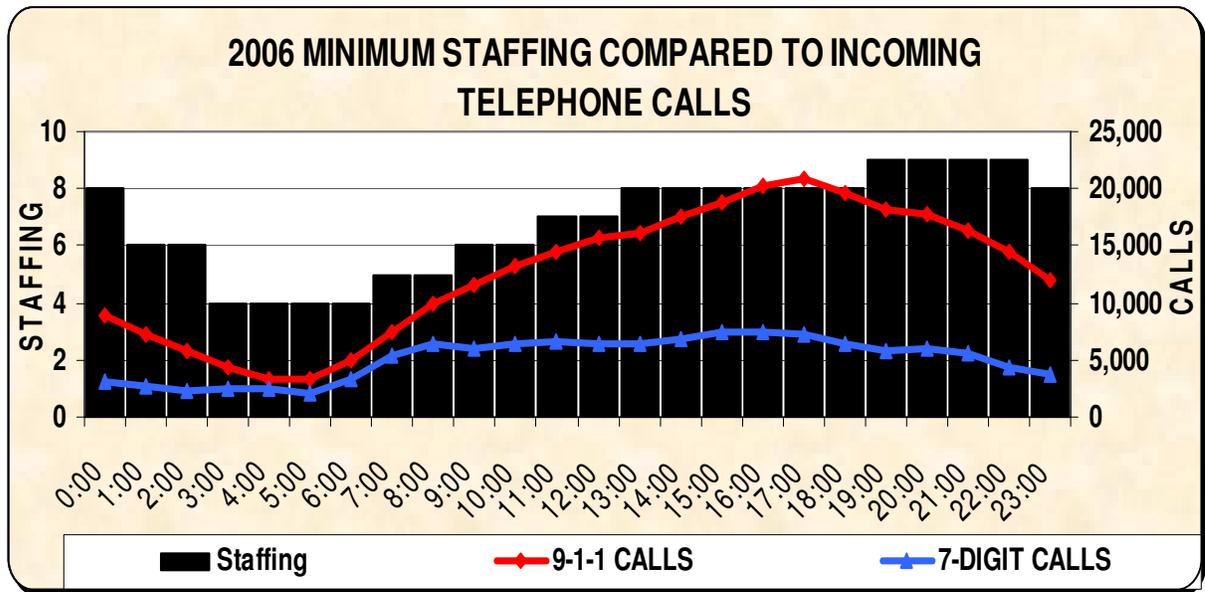
*From CA115, MagIC, CA831

As indicated in the above line graph, CRESA's busiest hour of the day for dispatched calls for service and incoming 9-1-1 calls is 5:00 p.m. and the slowest hour of the day is 5:00 a.m. The graph indicates that 7-digit non-emergency calls and incidents created in CAD are becoming more consistent throughout the day while 9-1-1 calls fluctuate during the 24 hour period.

STAFFING TO WORKLOAD

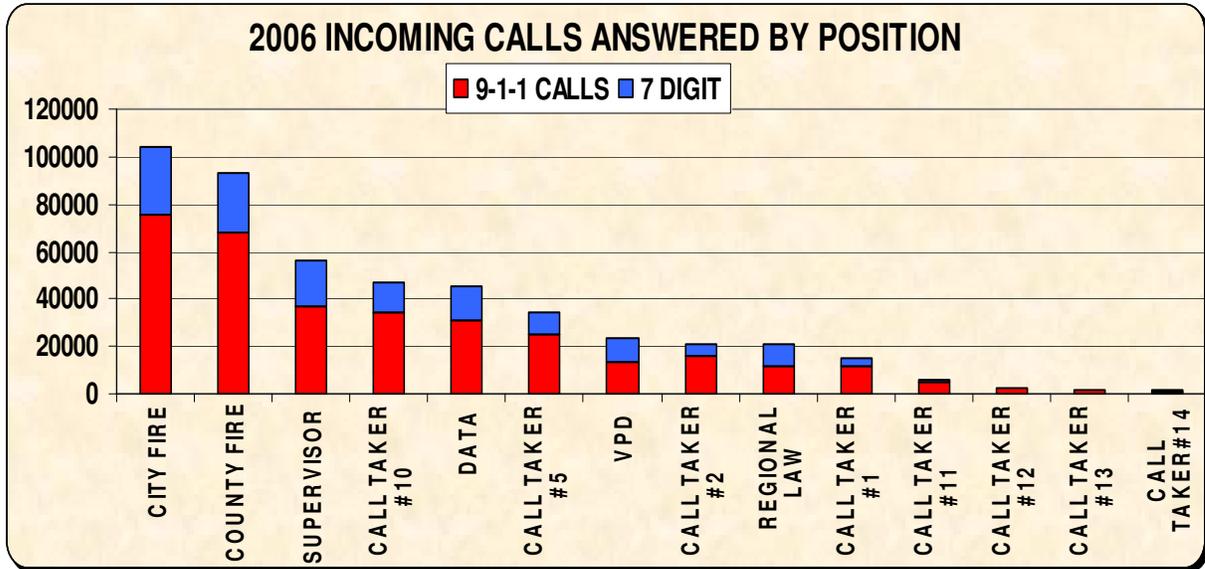
CRESA schedules staffing levels based on workload. During the slowest hours of the day, from 3:00 a.m. until 7:00 a.m., minimum staffing is five personnel. At that time of the day one Fire position, Vancouver Police, and Regional Law is staffed along with a call taker. Additional staff is scheduled to start work in two-hour increments until the minimum staffing level of nine is reached from 7:00 p.m. until 11:00 p.m. in the summer months. In 2004 CRESA implemented a winter/summer variation in staffing levels. This is as a result of more than a 30% difference in work load between the busiest summer month to the slowest winter month in the volume of dispatched calls and incoming 9-1-1 calls. During winter months minimum staffing from 1300 to 2300 is eight and from 2300 to 0100 minimum staffing is seven, down from eight in the summer.

Starting in October of 2005, CRESA changed the training program to allow newly hired employees to be trained in call taking first. After this training, they are placed on the floor to gain call taking experience for two to four months before continuing their radio dispatch training. Since not fully trained, these employees are not considered in the minimum staffing requirements.



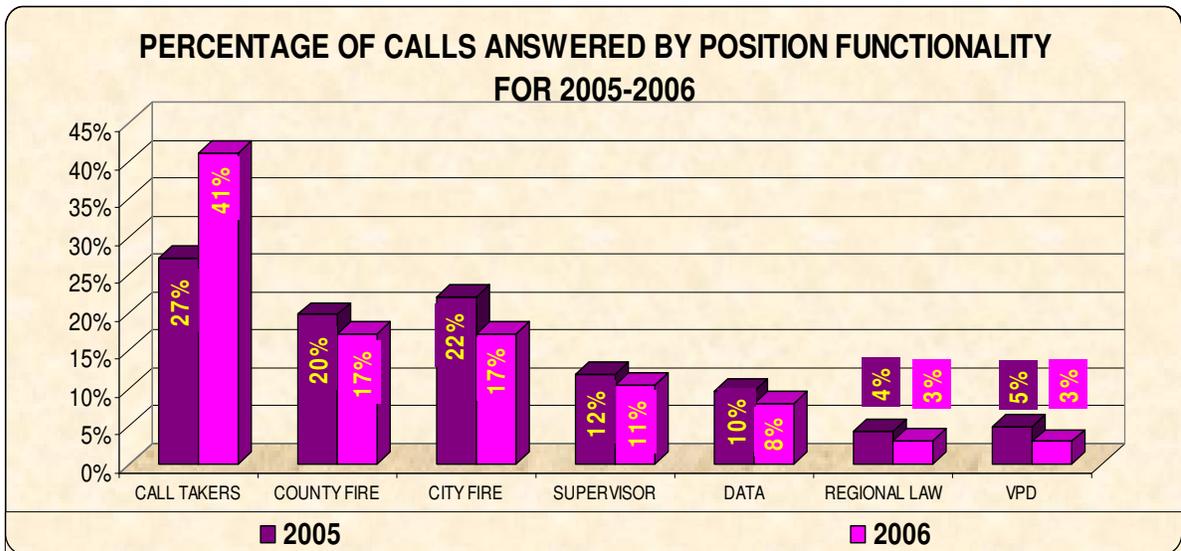
*From MagIC,

Receiving incoming telephone calls and creating computer entries (CAD calls) are major functions of the dispatch staff.



Maglc

The fire dispatchers are the primary call taking positions at CRESA. One fire position is staffed 24 hours a day while the second fire position is staffed 18 hours a day. Staffing for a call taker position(s) only occurs for 14 hours a day. Additional call taking positions are filled occasionally depending on staffing levels the rest of the time radio positions are the primary call takers.



Maglc Note: An error was made in 2005's report incorrectly showing call takers answering 10% of calls. Correct number is 27% for 2005.

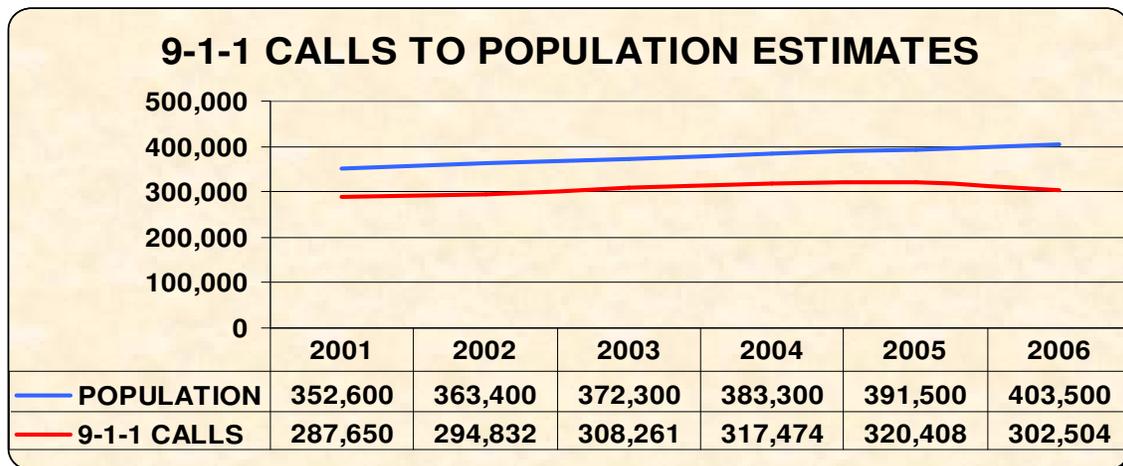
For six hours of every day, minimum staffing levels do not allow for a designated call taker. One of CRESA's goals for 2006 was to reduce the number of incoming telephone calls answered by the primary radio positions. CRESA was successful in achieving this goal and reduced the incoming calls answered at each of the radio positions. One of the ways this was accomplished is by putting trainees on the floor as call takers as part of their training.

TELEPHONE CALLS FOR SERVICE

9-1-1 CALLS	2002	2003	2,004	2,005	2,006	2005-2006 1 YEAR CHANGE		2002 - 2006 5 YEAR CHANGE	
JAN	22,469	23,166	25,759	24,997	23,476	-1,521	-6.1%	1,007	4.5%
FEB	21,099	20,755	22,537	22,761	21,929	-832	-3.7%	830	3.9%
MAR	23,057	24,019	24,555	26,139	24,343	-1,796	-6.9%	1,286	5.6%
APR	23,544	23,478	24,848	25,995	24,799	-1,196	-4.6%	1,255	5.3%
MAY	25,705	26,311	26,320	27,373	26,179	-1,194	-4.4%	474	1.8%
JUN	25,865	27,629	27,562	27,937	26,758	-1,179	-4.2%	893	3.5%
JUL	28,738	31,134	31,212	30,827	29,635	-1,192	-3.9%	897	3.1%
AUG	27,510	29,555	29,375	30,321	27,971	-2,350	-7.8%	461	1.7%
SEP	25,627	27,616	27,384	27,777	25,816	-1,961	-7.1%	189	0.7%
OCT	24,934	27,232	27,703	27,044	24,313	-2,731	-10.1%	-621	-2.5%
NOV	22,795	23,192	24,367	24,164	22,762	-1,402	-5.8%	-33	-0.1%
DEC	23,490	24,174	25,852	25,073	24,523	-550	-2.2%	1,033	4.4%
TOTAL	294,832	308,261	317,474	320,408	302,504	-17,904	-5.6%	7,672	2.6%

*Magic 9-1-1 Overview

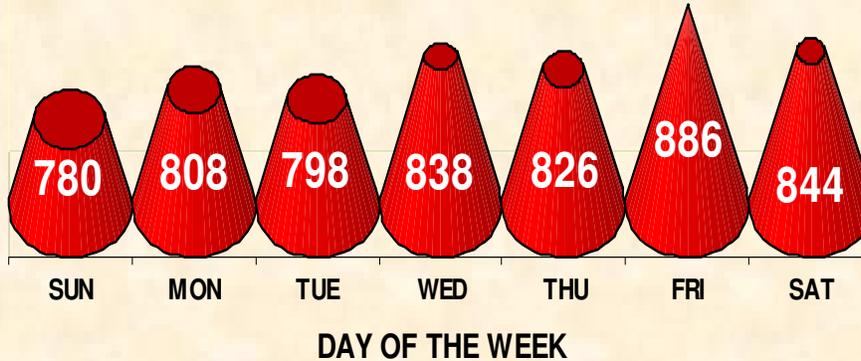
CRESA handled an average of 829 incoming 9-1-1 calls a day for 2006; this is down from 878 in 2005. A total of 302,504 9-1-1-telephone calls were received in 2006. This is a 5.6% decrease from 2005. Over the last five years, CRESA has experienced a 2.6% increase in 9-1-1 calls.



http://www.ofm.wa.gov/pop/poptrends/poptrends_06.pdf *MagIC

The population of Clark County has a direct influence on the demands on CRESA. Until 2006, the 9-1-1 calls for service and the population growing have been consistent. In 2006 the 9-1-1 calls for service dropped by 5.6% as the population growth was estimated at 3.1%.

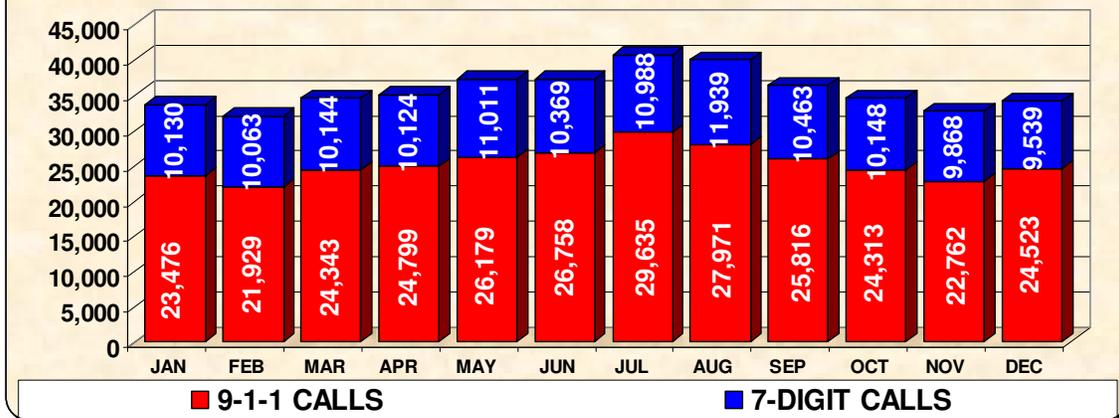
AVERAGE 9-1-1 CALLS RECEIVED BY DAY OF THE WEEK FOR 2006



*MagIC Call Collector

CRESA received more 9-1-1 calls on Friday than any other day of the week. Sunday receives the fewest 9-1-1 calls.

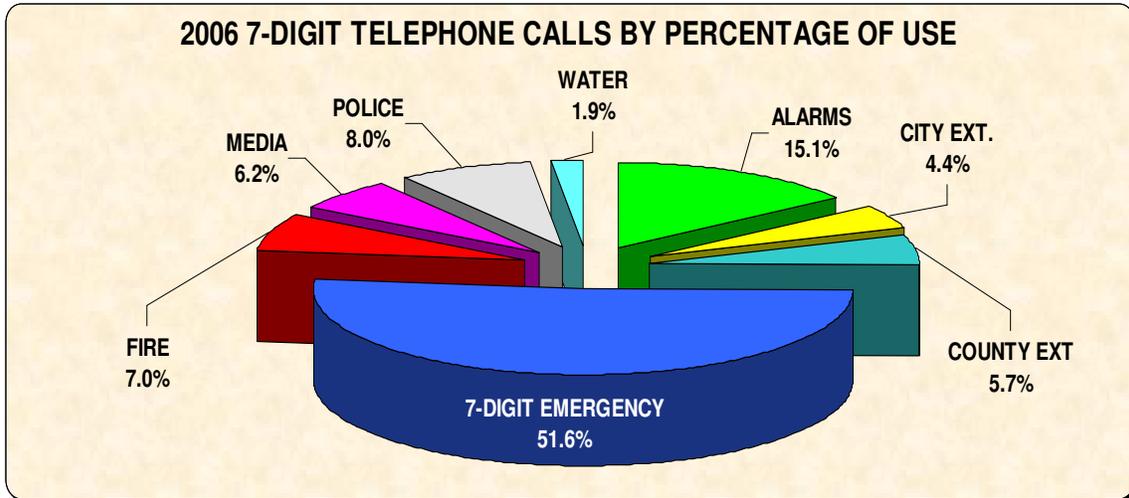
COMPARISON OF 9-1-1 AND 7-DIGIT TELEPHONE CALLS FOR 2006



*MagIC Call Collector

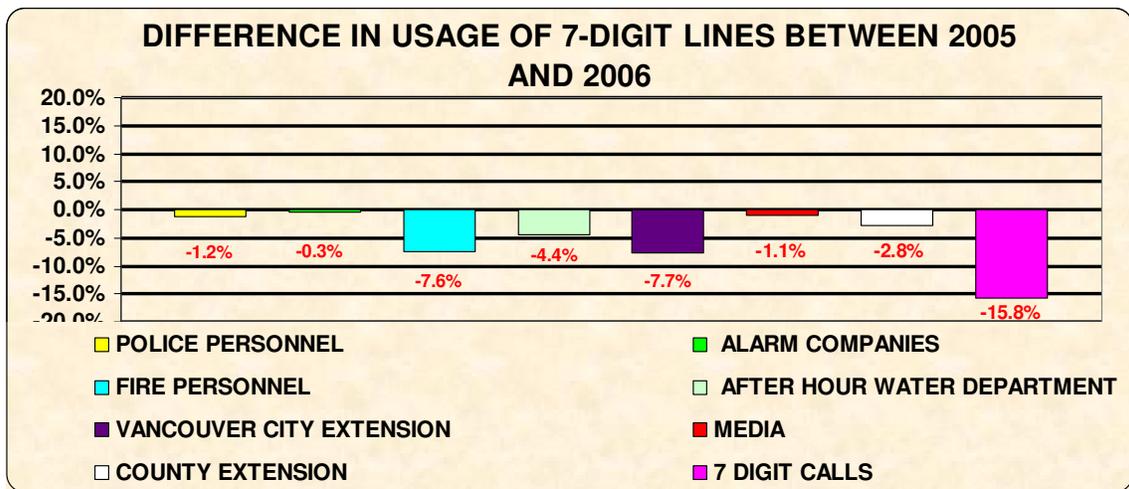
9-1-1 telephone calls make up 71% of the total number of telephone calls received at CRESA. Through the effort of our User Agencies and use of mobile data computers, the number of 7-digit calls received in 2006 again declined. This decline freed call-takers to answer the incoming emergency calls.

Callers on the 7-digit lines consist of user agency personnel, operator-assisted calls, citizens, out-of-area callers, and outside agencies in related fields. Calls received on 7-digit lines may or may not be of an emergency nature.



Maglc Call Collector

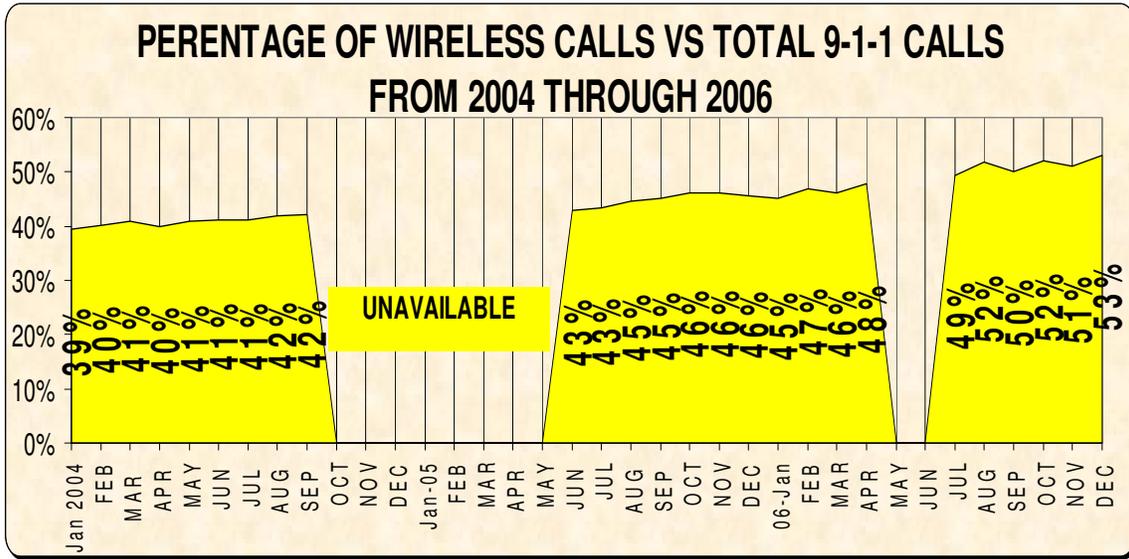
This chart depicts the 7-digit workload. In 2006, 7-digit telephone calls made up approximately 29%, the same as last year. Fifty-one percent of the 7-digit calls were received on CRESA's seven digit emergency lines. These telephone lines are listed in the phone book as non-emergency numbers and the emergency access numbers for callers from outside the area. Fifteen percent of the 7-digit calls were received from alarm companies. The city and county extensions are used as either transfer lines or direct dial lines for field units. The Media, Water, Police and Fire Personnel lines are specific numbers designated for that specific purpose. In the last quarter of 2006 CRESA stopped answering incoming telephone calls for the Vancouver and Clark County Public Works.



*Maglc Call Collector-Trunk & Line Utilization Report

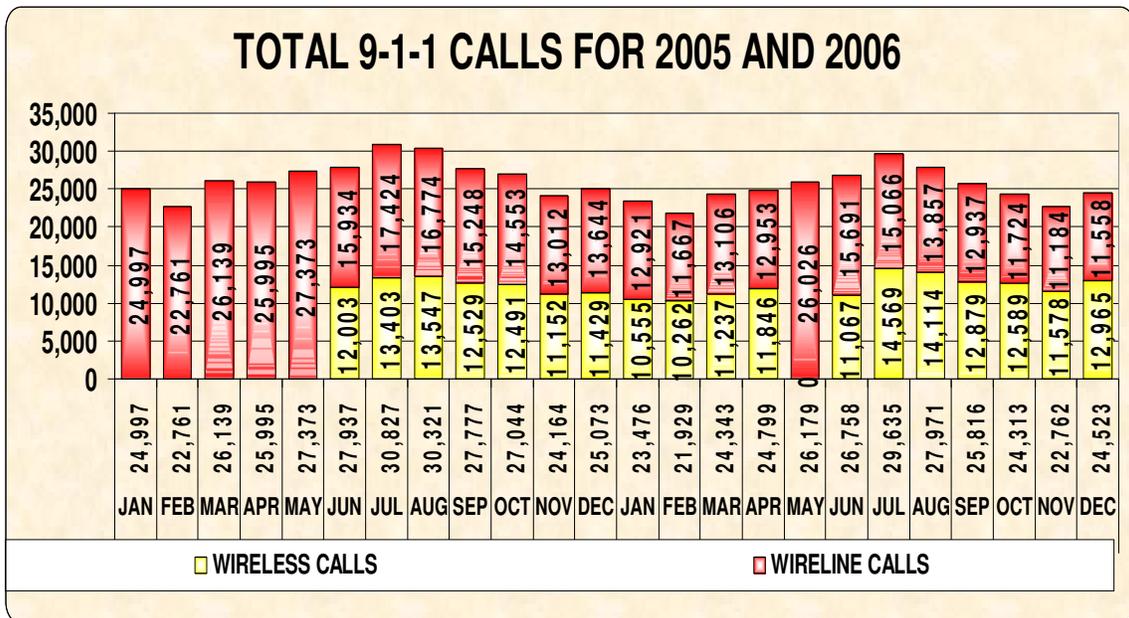
CRESA's primary function is answering incoming 9-1-1 calls for service and dispatching the appropriate agency to assist the citizen. Most 7-digit calls received lay outside of this primary function. With the implementation of Mobile Data equipment in both the stations and vehicle, user agency personnel are able to obtain necessary information for themselves rather than relying on CRESA's staff.

The staffing of personnel at the various precincts with personnel capable of taking reports also reduces the non-emergency calls into the 9-1-1 center.



*Maglc Call Collector Last 3 months of 2004 not available

The volume of wireless calls into 9-1-1 continues to increase. By December of 2006, 53% of all 9-1-1 calls were wireless. Not only do citizens report incidents while away from home on their wireless phone, many now use their wireless telephone as their primary residential telephone service.



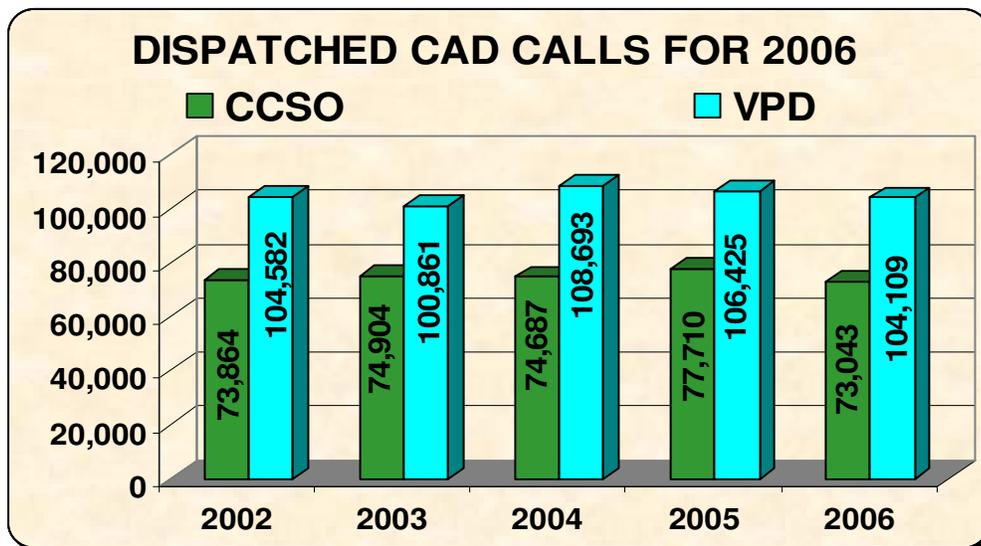
*Maglc Call Collector

Summer months continue to be the busiest time of the year, with July the busiest month. Weather conditions have a direct relationship to the workload. February was the slowest month of the year.

LAW ENFORCEMENT CAD CALLS FOR SERVICE

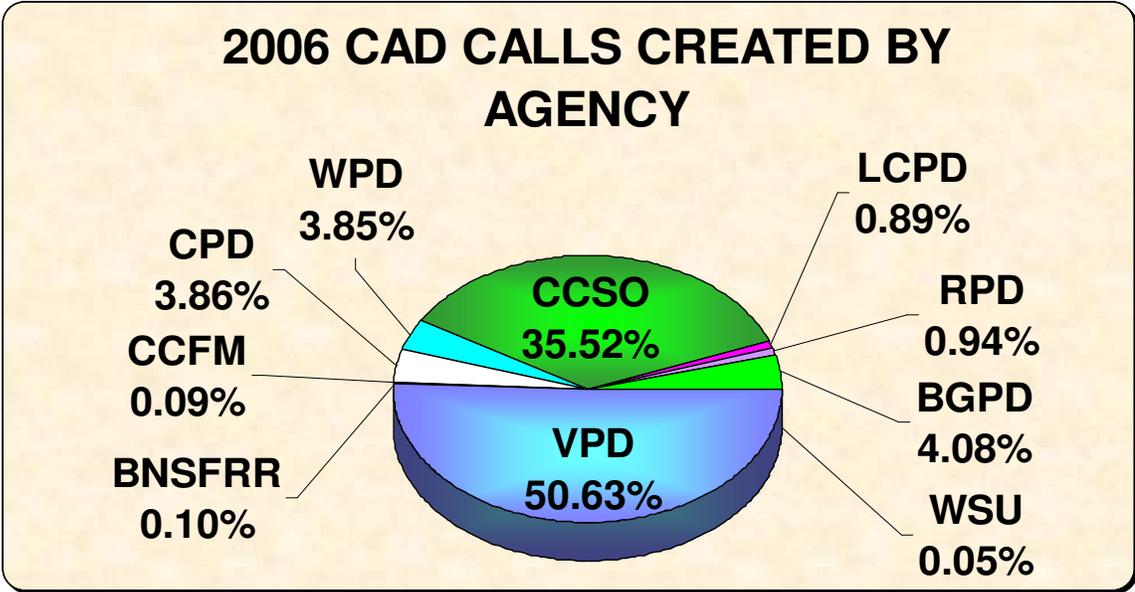
YEAR	2002	2003	2004	2005	2006	2005-2006 1 YEAR CHANGE		2002 – 2006 5 YEAR CHANGE	
BGPD	6,747	7,002	7,203	7,962	8,387	425	5.3%	1,640	24%
BNSFRR	228	253	212	300	199	-101	-33.7%	-29	-13%
CCFM	258	210	216	184	189	5	2.7%	-69	-27%
CCSO	73,864	74,904	74,687	77,710	73,043	-4,667	-6.0%	-821	-1%
CPD	7,673	8,627	8,033	7,799	7,941	142	1.8%	268	3%
LCPD	2,675	2,360	1,489	1,533	1,829	296	19.3%	-846	-32%
RPD	2,337	2,355	1,865	1,763	1,928	165	9.4%	-409	-18%
VPD	104,582	100,861	108,693	106,425	104,109	-2,316	-2.2%	-473	0%
WPD	7,326	7,156	8,007	8,147	7,915	-232	-2.8%	589	8%
WSU	114	84	110	81	94	13	16.0%	-20	-18%
Total	205,804	203,812	210,515	211,904	205,634	-6,270	-3.0%	-170	-0.1%
* CA-941 – CRCA									

Calls dispatched to law enforcement units decreased by 3% in 2006 while incoming 9-1-1 calls decreased by almost 6% from 2005's call volume.



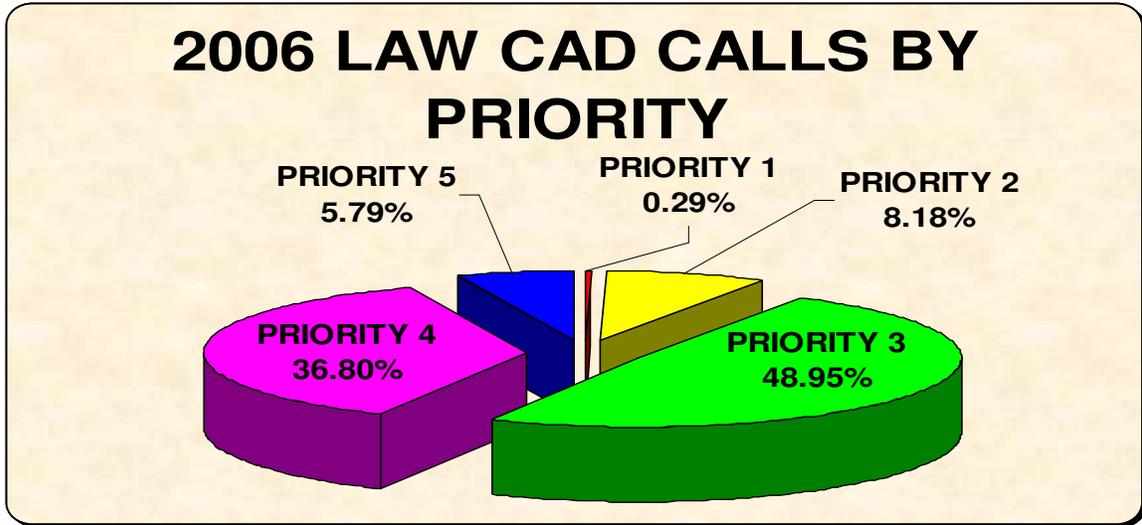
*CA941-CRCA

Vancouver Police Department continues to be our busiest agency with 43% more calls than Clark County Sheriff's Department.



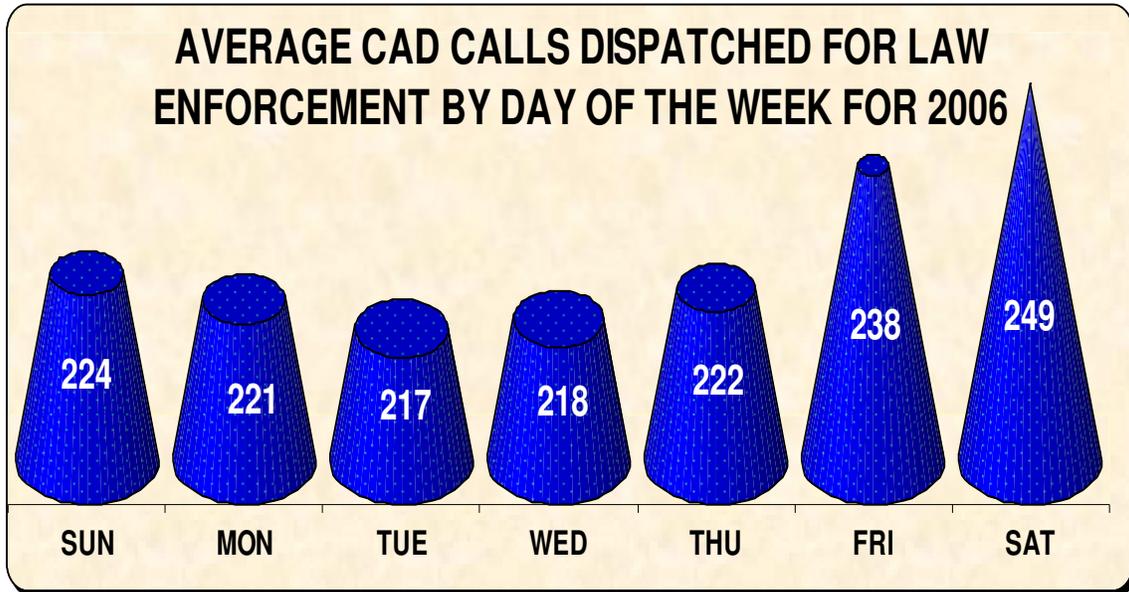
*CA941-CRCA

WSU Police were added in 1997. The Clark County Fire Marshal and Burlington Northern-Santa Fe Railroad Police were added to our law enforcement user agency groups in 1998. Law enforcement agencies are divided onto two radio channels. Vancouver Police Operates on Control Three with just over 50% of the dispatched call volume and the remainder of the agencies operates on Control Two.



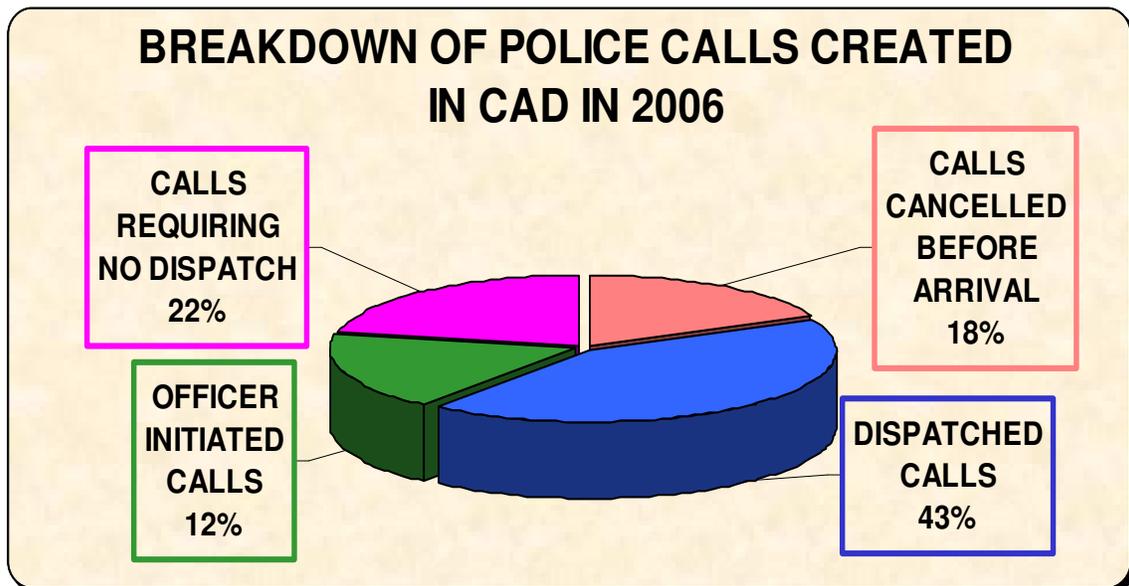
*CA941-CRCA

Priority 1 calls (life threatening) account for less than half a percent of all law enforcement calls received. **Priority 2** calls, ones that appear to have an imminent threat to people or property make up 8% of calls. **Priority 3** calls comprise the majority of call received, at 49%. A **Priority 3** call is considered an urgent situation where an officer can take some kind of preventative, deterrent, or apprehension action. Non-time critical calls, **Priority 4** calls, which need police action make up 37% of the calls. **Priority 5** calls are informational only and do not require personal contact.



*CA831-CRCA

More CAD calls are created for law enforcement on Saturday. The slowest day of the week for 2004 is Tuesday.



*CA941-CRCA

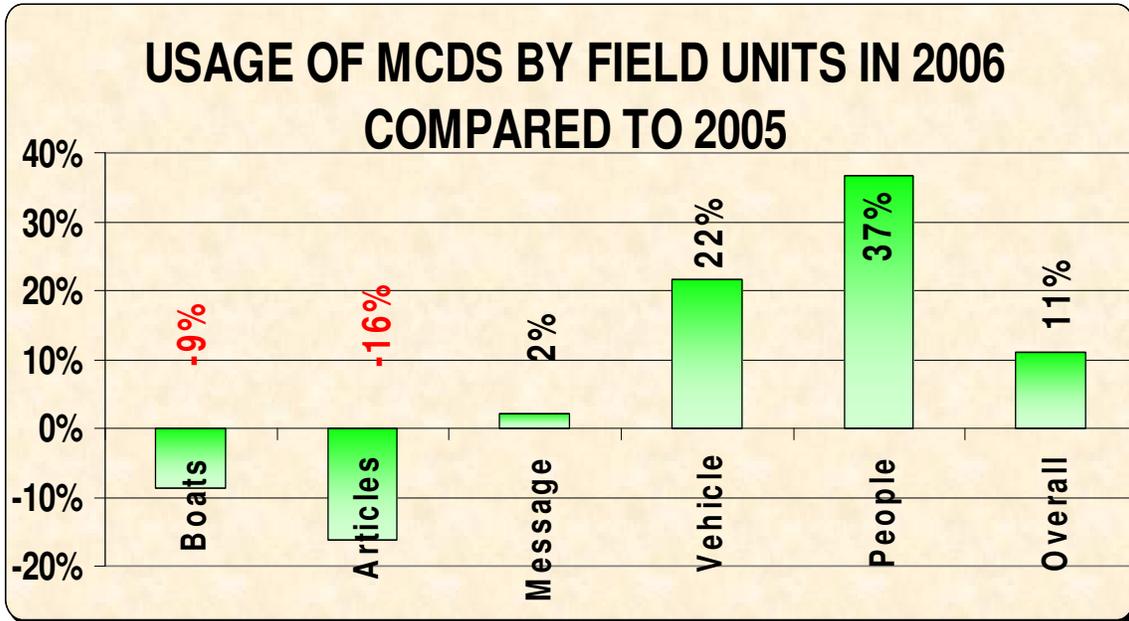
Of the calls that are created in CAD for law enforcement, 22% are handled by CRESA and cancelled without dispatching to a law enforcement agency. Calls cancelled before arrival are calls that may have been cancelled by the reporting party or were just for the officer's information with no contact necessary.

MOBILE COMPUTING DEVICES

2006 LAW ENFORCEMENT MCD USAGE							
	Message	Articles	Boats	Guns	Vehicle	People	Total
Jan	205,577	54	26	4	81,481	51,899	339,041
Feb	169,073	3	8	0	72,267	45,571	286,922
Mar	138,827	6	6	1	63,556	42,424	244,820
Apr	176,696	18	8	3	72,612	52,075	301,412
May	186,957	11	32	10	82,045	53,465	322,520
Jun	199,254	20	122	13	81,137	51,549	332,095
Jul	207,151	20	201	10	73,147	52,405	332,934
Aug	190,024	39	41	9	77,634	52,246	319,993
Sep	210,415	18	59	11	79,335	62,771	352,609
Oct	199,479	38	19	6	79,061	61,574	340,177
Nov	200,640	19	4	22	73,007	57,707	331,399
Dec	210,748	46	5	28	86,860	68,697	366,384
TOTALS	2,294,841	292	531	117	922,142	652,383	3,870,306

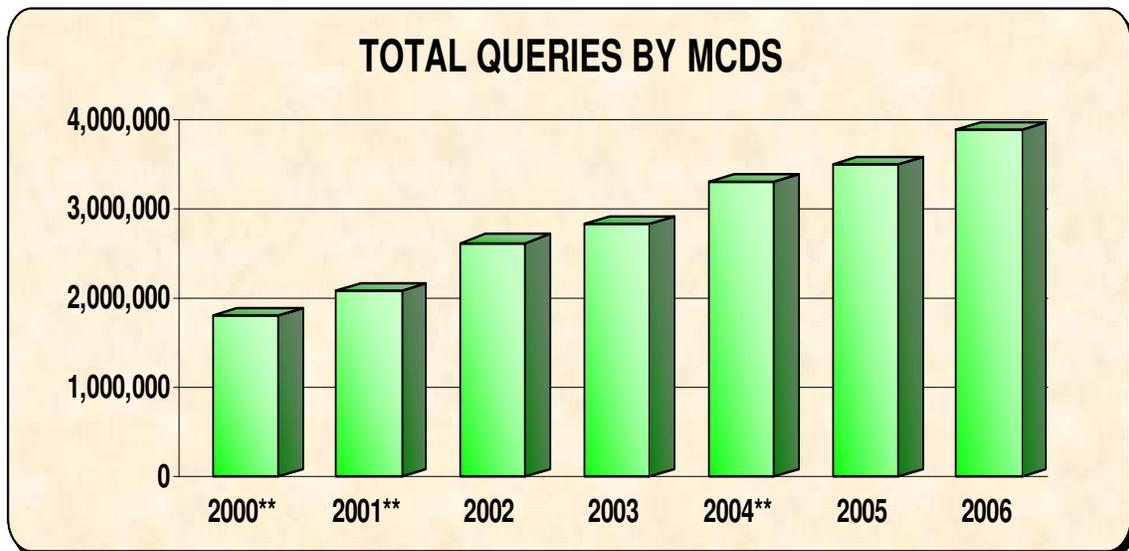
CA110

Mobile Computing Devices have become an essential tool for law enforcement's day-to-day operations. 2006 was the ninth full year the computers have been in the police cars. The ability for officers to run their own inquiries on warrants, drivers licenses, vehicle registration, stolen vehicles, and stolen property reduces the demand on CRESA and increases the probability that violators will be cited and stolen property will be recovered. The computers also provide the field units with more information than they had before. Premise history, unit status, and messaging are funtions widely used from the field. Mobile computers have helped reduce channel crowding; CRESA no longer has to broadcast all of the details on calls. Instead, officers can read the information themselves as the call takers enter data into the call.



*CA110

The number of people and vehicles run in the field increased substantially in 2006 while the number of boats and articles decreased. Field units can also check on the stolen status of guns. The number of guns ran in 2005 was 48 compared to 117 guns checked in 2006, a 144% increase.

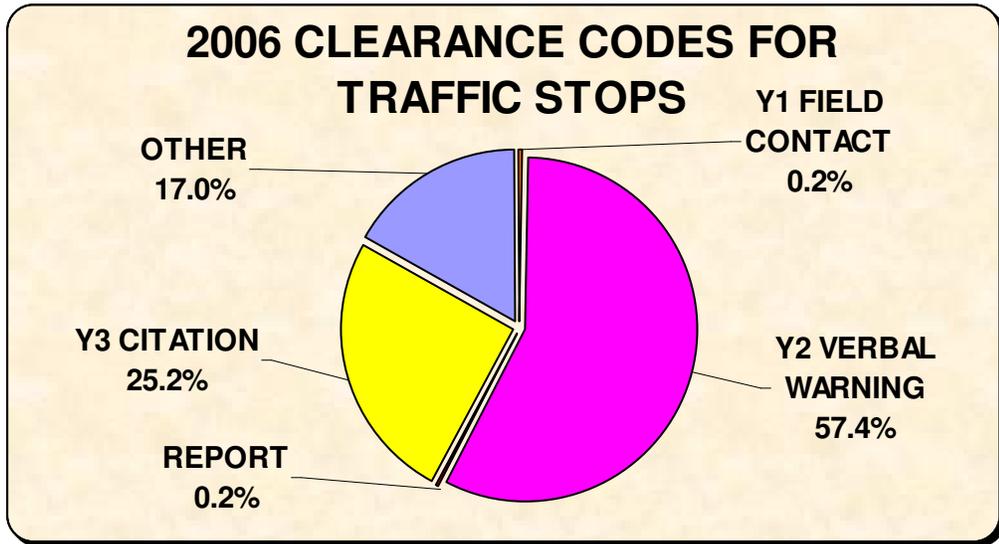


CA110 ** One or two months in the year has some data that is estimated.

Mobile data computers in the vehicles were used 11% more in 2006 than in 2005. MDC usage is up 48% since 2002.

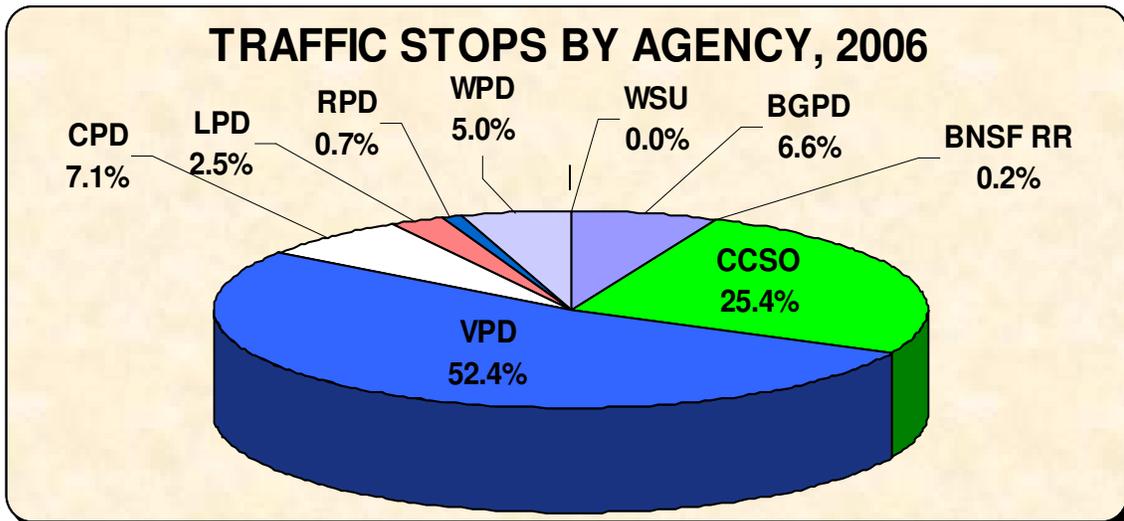
TRAFFIC STOPS

On December 6, 2006 CRESA created a call type for field contacts. This call type separates all non-traffic related contacts from the traffic stop call type. In prior years, the traffic stop call type was used whenever an officer went out with a person or a vehicle.



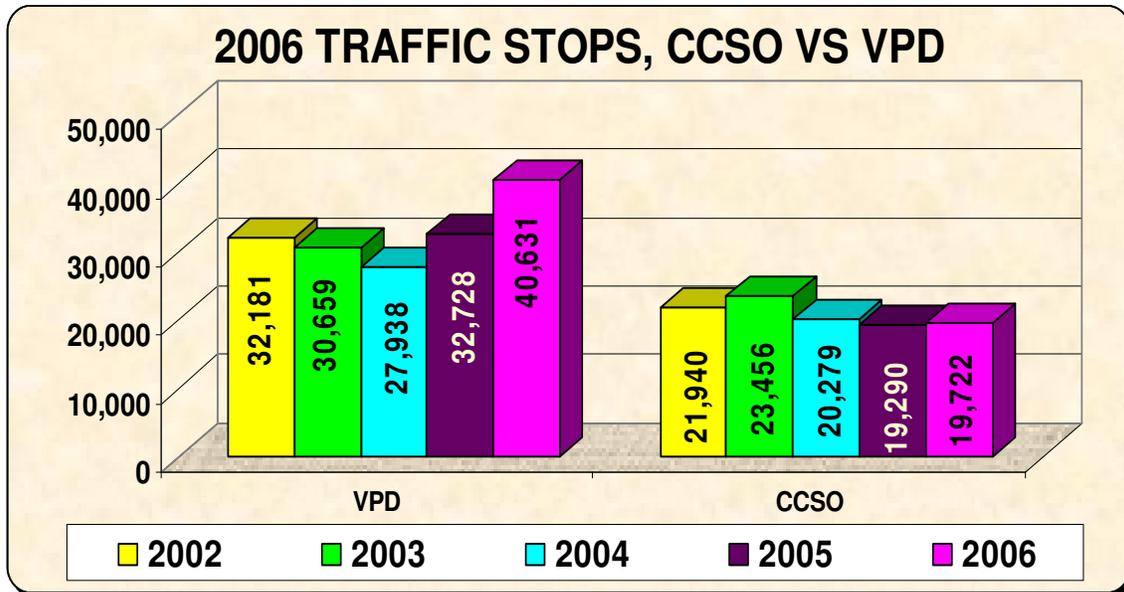
*CA821-CRCA

According to CAD, 25% of all traffic stops in the county result in a written citation. This is a slight increase from 24% last year.



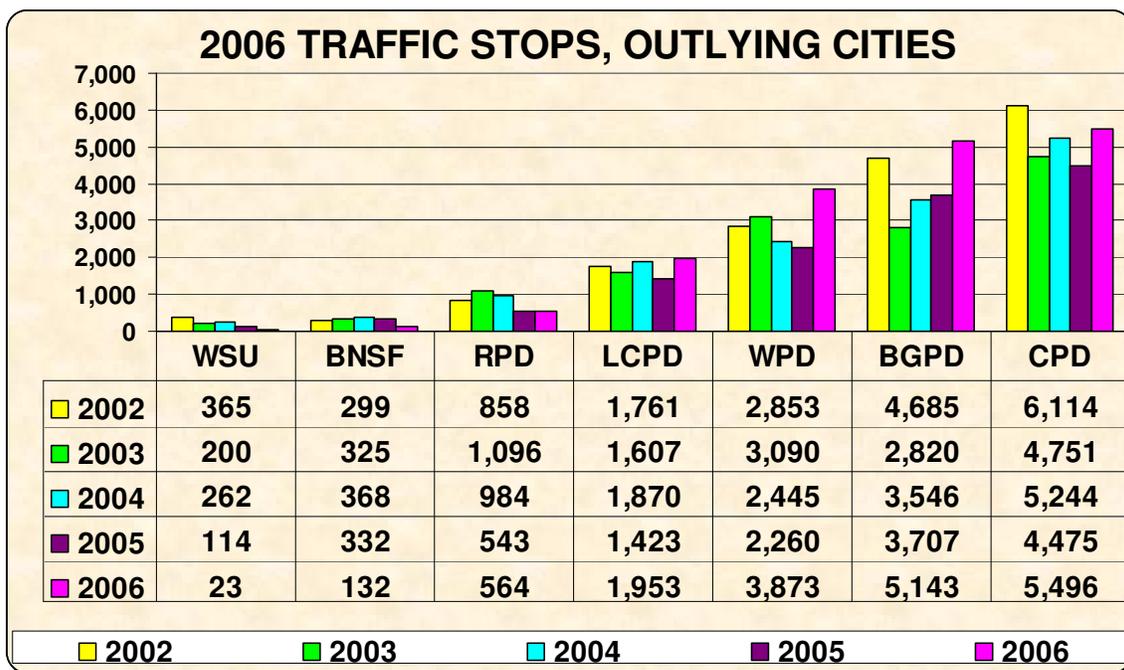
*CA821-CRCA

The outlying city police departments account for 14% of calls for service, but they account for 22% of all traffic stops.



*CA821-CRCA

Vancouver Police Department made 24% more traffic stops in 2006. Clark County Sheriff's department made 2% more stops.



*CA821-CRCA

Overall, the outlying cities increased the number of traffic stops by 34% from 2005.

RADIO TRAFFIC

Radio usage is a very important component of CRESA's workload. The Control Channels are CRESA's primary radio frequencies as follows: Control 1, known as Data, used by all law enforcement units to run registrations, warrants and warrant checks, and make telephone calls. Control 2, known as Regional Law, dispatches calls and records radio traffic for the Clark County Sheriff's Department, the outlying cities of Battle Ground, Camas, La Center, Ridgefield, and Washougal, WSU, and BNSF Railroad Police. Control 3, known as City, dispatches calls and records radio traffic for Vancouver City Police.

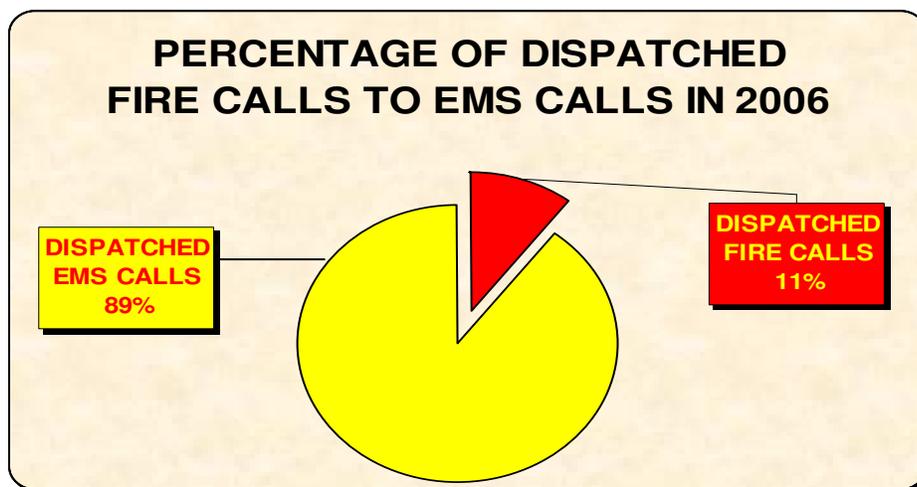
Fire Tap is used primarily for the initial dispatch of Fire/EMS calls. Fire Com is used for dispatch-to-apparatus communications and voiced status updates which are not communicated via the MDC.

FIRE/EMS CAD CALLS FOR SERVICE

	2002	2003	2004	2005	2006	2005-2006		2002-2006	
						1 YEAR	CHANGE	5 YEAR	CHANGE
CFD	2,754	2,879	2,841	2,903	3,050	147	5.1%	296	10.7%
NCEMS	1,010	1,131	989	1058	1087	29	2.7%	64	6.3%
VFD	21,848	21,812	22,502	24,252	25,003	751	3.1%	3,155	14.4%
WFD	1,222	1,343	949	1,272	1,406	134	10.5%	184	15.1%
FD #1	417	484	463	470	442	-28	-6.0%	25	6.0%
FD #3	1,075	1,188	1,074	1,236	1,238	2	0.2%	163	15.2%
FD #6	4,712	5,101	5,369	5,438	5,486	48	0.9%	774	16.4%
FD #7	158	197	162	180	152	-28	-15.6%	-6	-3.8%
FD #9	472	509	504	524	480	-44	-8.4%	8	1.7%
FD #10	626	702	646	619	662	43	6.9%	36	5.8%
FD #11	2,201	2,253	2,254	2,524	2,507	-17	-0.7%	306	13.9%
FD #12	1,282	1,232	1,267	1,347	1,454	107	7.9%	172	13.4%
FD #13	136	162	137	152	156	4	2.6%	20	14.7%
FD #15	455	498	476	522	409	-113	-21.6%	-46	-10.1%
FD #26	14	8	5	8	3	-5	-62.5%	-11	-78.6%
TOTALS	38,382	39,499	39,638	42,505	43,535	1,030	2.4%	5,140	13.4%

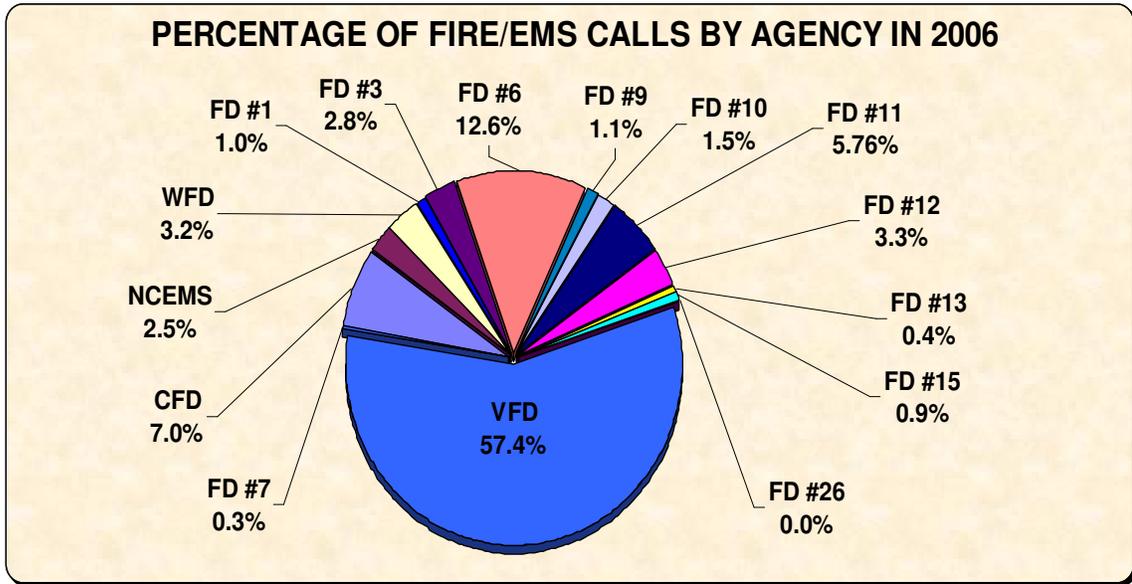
*CA941-CRCA

Fire/EMS calls for service for 2006 showed a countywide increase of 2.4% over calls from the previous year.



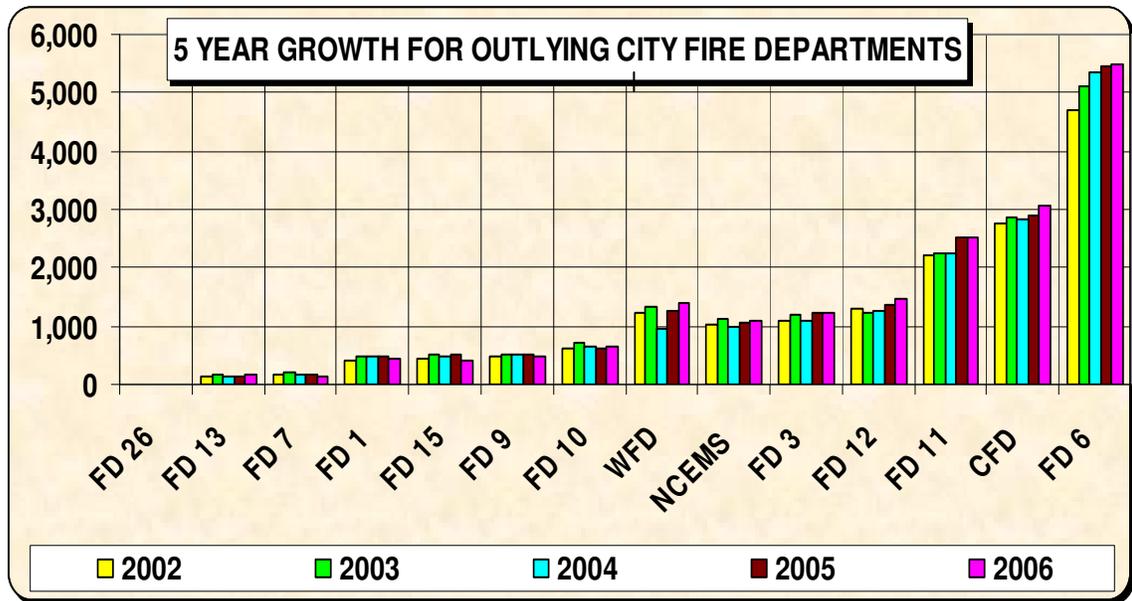
*CA941-CRCA

EMS calls for service account for 89% of all calls for fire/EMS agencies, the same as last year. Fire calls comprise 11%.



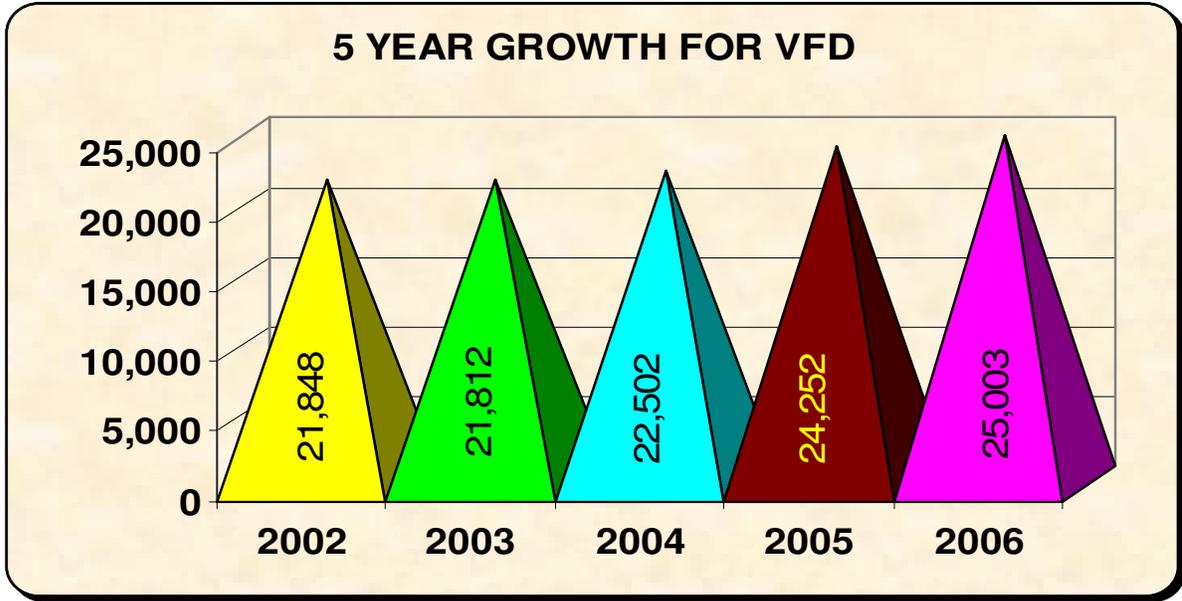
*CA941-CRCA

57% of all Fire/EMS calls for service received at CRESA fall within the jurisdiction of Vancouver Fire Department



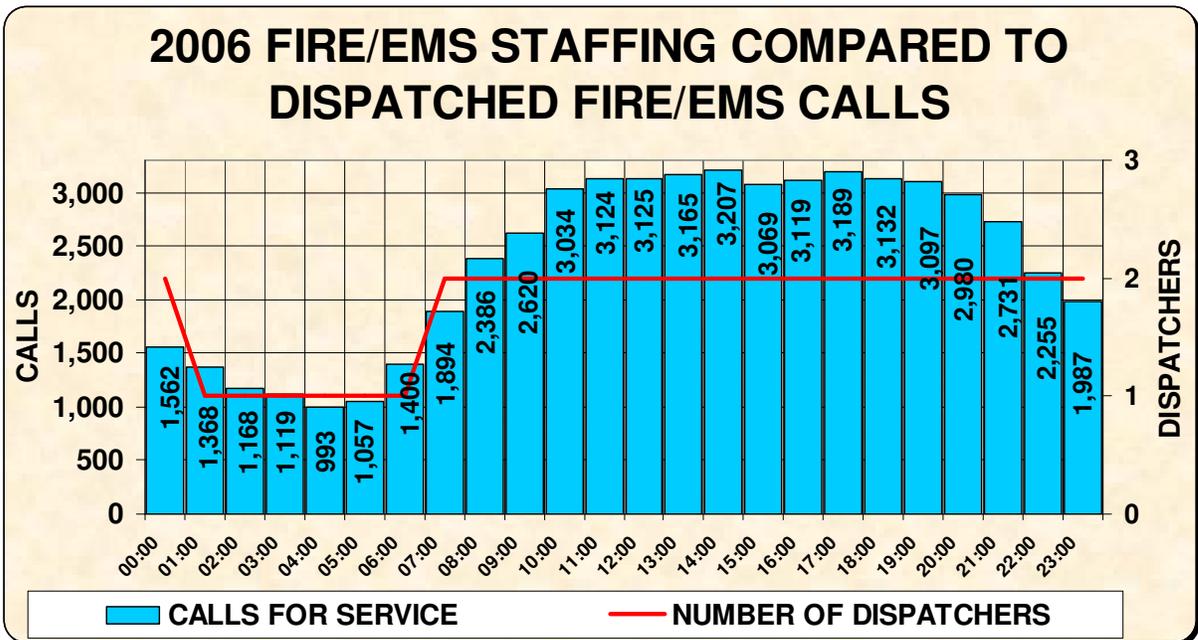
*CA941-CRCA

The outlying city and county fire departments had a 2% increase in the volume of calls created in CAD during 2006. Fire districts 1, 9, 7, 11, 15 and 26 all showed a decrease in calls for service.



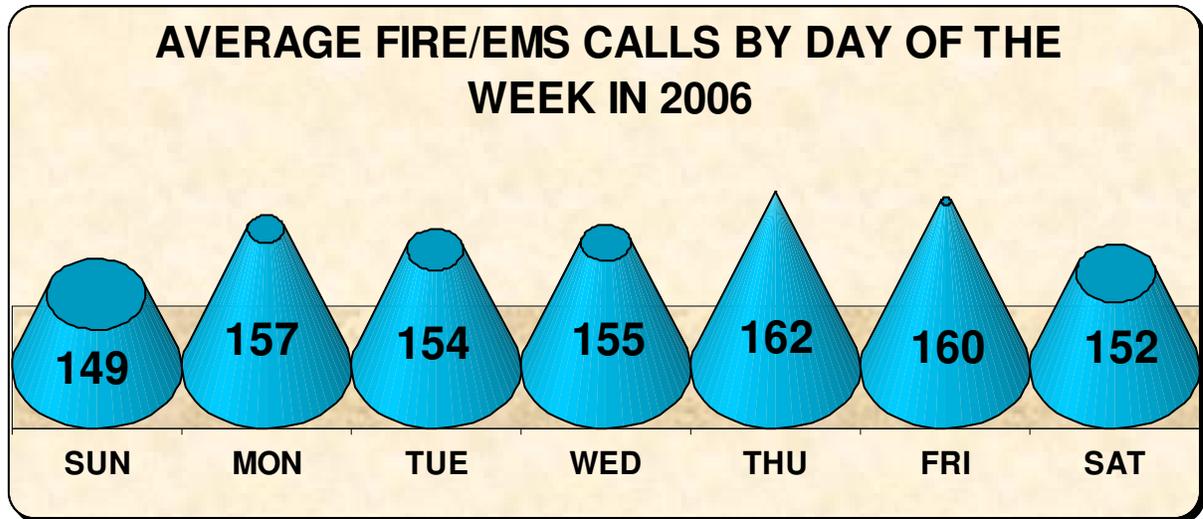
*CA941-CRCA

Calls created in CAD by CRESA include telephone messages and information CRESA passes on to the Fire/EMS personnel in addition to calls for service. VFD showed a 3% increase in calls created in CAD during 2006.



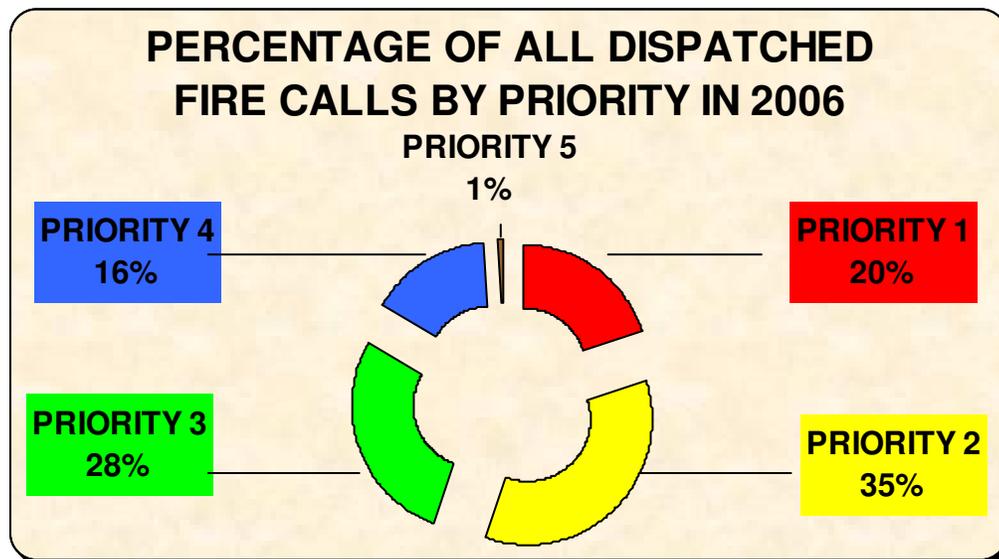
*CA831-CRCA

The busiest hour of the day for Fire/EMS calls is 2p.m.; the slowest hour of the day is 4a.m. During 18 hours of the day CRESA staffs two fire/EMS dispatcher positions; Fire Tap and Fire Com. For six hours of the day one dispatcher performs both functions for all of the fire/EMS calls in Clark County.



*CA831-CRCA

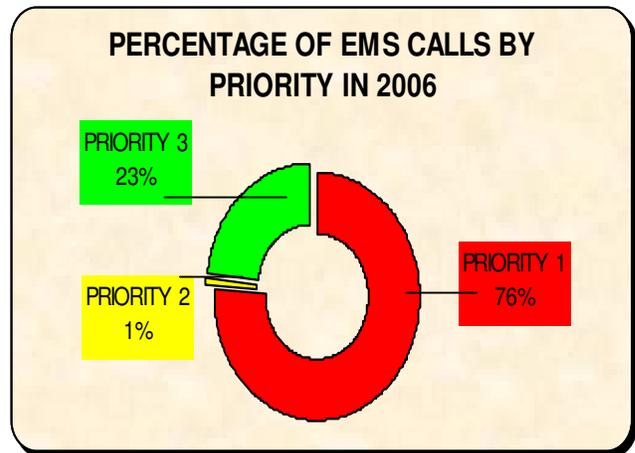
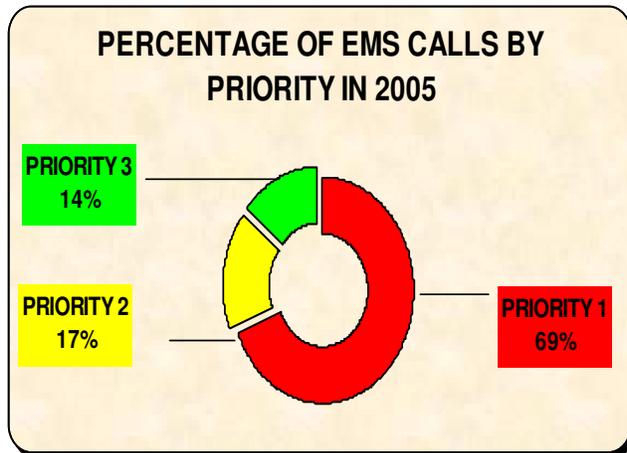
The busiest day of the week for Fire/EMS calls is Thursday; the slowest day of the week is Sunday.



*CA941-CRCA

To allow dispatchers to prioritize calls when multiple incidents are received at the same time, CRESA divides calls into categories. These categories are:

- Priority 1-** Structure Fire, Commercial Vehicle Fire, and Hazardous Material Incident,
- Priority 2-** Chimney Fire, Fire Alarm, Grass/Brush Fire, Passenger Vehicle Fire,
- Priority 3-** Fire Investigation, Hazardous Fire Conditions,
- Priority 4-** Public Assist,
- Priority 5-** Administrative Services, Test Calls, Scheduled Call.



*CA941-CRCA

Medical calls are also divided into priorities. Prior to July the following definitions applied:

- Priority 1**-Delta and Charlie calls, where both the fire department and the ambulance respond code 3,
- Priority 2**-Bravo calls where the fire department responds code 3 and the ambulance responds code 1,
- Priority 3**-Alpha calls where both agencies respond code 1.

Several changes occurred at CRESA in 2006 that altered the priority of a medical condition.

To accommodate AMR being dispatched by CRESA in July of 2006, the Bravo response received a priority 3 ranking even though the fire department continues their code 3 response.

The implementation of Pro-QA, a automated computer process used by call takers, increased the number of priority 1 calls.

The Medical Director for Clark County changed several priority 2 call types to priority 3 responses.

As a result of these changes EMS Priority 1 calls jumped from 69% in 2005 to 76% in 2006. Priority 2 calls fell from 17% in 2005 to 1% in 2006. Priority 3 calls increased from 14% in 2005 to 23% in 2006.

FIRE/EMS CALL PROCESSING TIME

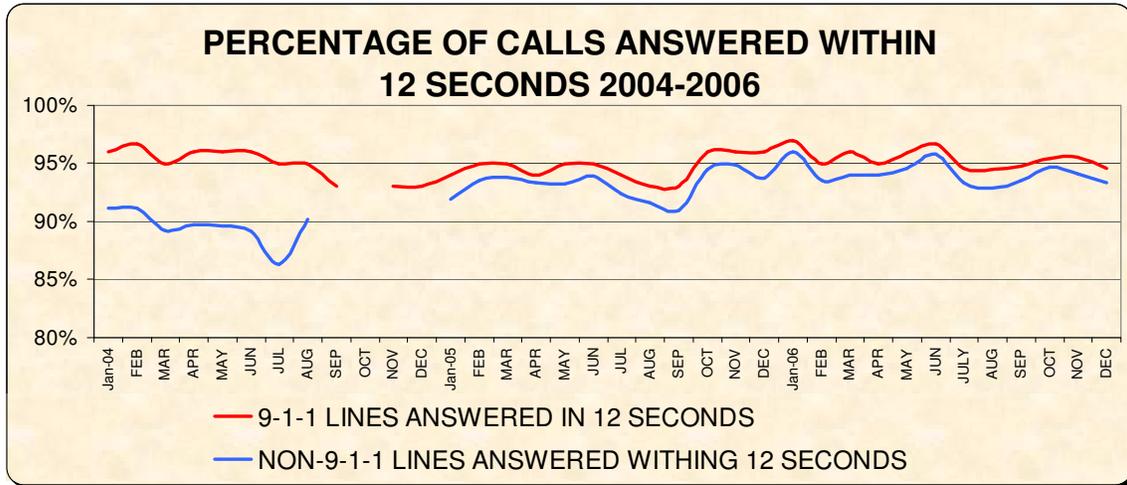
Call processing times are calculated from the time the call taker at CRESA starts a call in CAD until the Fire/EMS dispatcher sends the call to the field units. Even though call processing times are important, the ultimate goal in EMS situations is the time lapse between when a citizen makes a call to 9-1-1 and the time the field unit arrives on the scene.

Medical calls go through a process of triage by dispatchers to determine the appropriate EMS response. CRESA's staff is trained and certified by the National Academy in Emergency Medical Dispatch Protocols to perform this triage.

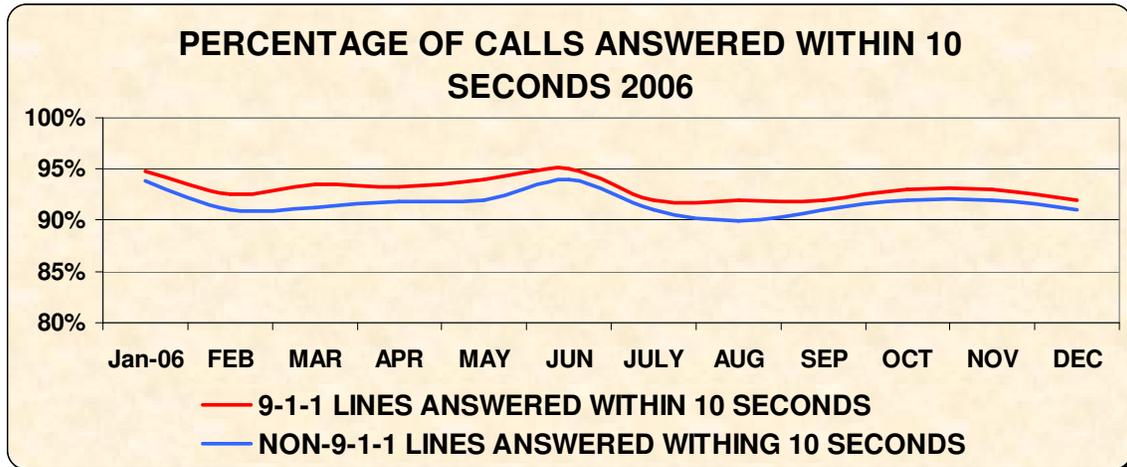
In September 1999, CRESA started a procedure of Pre-Alerting fire stations when a medical call was received. These pre-alerts usually occur within the first 38 seconds of the 9-1-1 call being answered. This is up from 35 seconds in 2005. When the EMS units receive the pre-alert, they start for the location of the call while CRESA is continuing to process the medical information. As a result of the pre-alert procedure change, units arrive to the scene 79 seconds faster with pre-alerted calls than calls that are not pre-alerted. Pre-alerting medical calls has taken some of the pressure off call takers at CRESA to process the entire call within the sixty seconds guidelines. In 2006, an average of 64% of all medical calls was Pre-Alerted.

RING TIMES

In September of 2003, the computer system that monitors the telephone equipment at CRESA was reprogrammed to report on 12 second intervals of ring times instead of 10 seconds as stated in our performance standards. In May of 2006 we were given a little more flexibility in the ring time reports which now allow us to do calculations on either 5 or 6 second intervals. To be able to compare 2006 ring times with previous years, calculations for both 10 and 12 seconds were completed for 2006. The average ring time for all 9-1-1 lines was 5 seconds or 2 rings. During the year 95% of all 9-1-1 calls were answered within 12 seconds and 93% were answered within 10 seconds.



** MagIC **9-1-1 Ring times for October were not available due to remodeling. ***Non-emergency ring times are not available for October, November, and December.



Although not a part of CRESA's performance standards, the ring times for non-emergency lines are also monitored to ensure efficiency. In 2006 the average ring time for all non-emergency calls was 5 seconds, 94% of all non-emergency calls were answered within 12 seconds, this is up from 93% in 2005. The percentage of non-emergency lines answered within 10 seconds was 92%.

CITIZEN SURVEYS RECAP – 2006

CRESA continues to value input from citizens. Since 1990, CRESA's Administrative Services Division has randomly mailed questionnaires to people who have accessed the 9-1-1 system over the previous month, asking them for their feedback on the service they received. The Division collects all responses and reports the results each month to the CRESA Administrative Board. In 2006, 38% of the surveys were returned with invaluable input.

The Survey questions were updated in 2006, asking a variety of questions of the served citizens. The following Survey Recap captures only from February 2006 forward. The returns have been very positive with approximately 93% of the respondents stating overall: the 911 service was as expected or better than expected.

1. How long did the telephone ring before it was answered?

1 Ring	2 Rings	3 Rings	More than 4 Rings	Unknown
31	56	17	3	56

Of the questionnaires returned, 19% indicated the telephone was answered within one ring. 34% indicated the telephone was answered within two rings. Approximately 12% felt the telephone rang three or more times.

2. Was the time you waited for the line to be answered reasonable?

Yes	No	Unknown
137	8	18

Of the questionnaires returned, 84% felt the telephone was answered in a reasonable length of time.

3. What assistance did you need?

Police	Fire	Medical
104	12	36

Law enforcement assistance was requested 63% of the time and fire 7.3%.

4. Please select the one that best described the competency of the call taker?

Expert	Capable	Inexperienced/Incompetent
85	68	1

Of the questionnaires returned, 98% felt the dispatcher was capable or an expert in call handling.

5. Please select the one that best described the attitude of the call taker?

Caring	Polite	Inattentive	Rude
76	77	12	2

Of the questionnaires returned, 91.6% described the attitude as positive.

6. **Did the call taker understand the type of assistance you needed and obtained the necessary details?**

Yes	No	Unknown
154	7	1

Of the questionnaires returned, 95% felt the dispatcher understood their emergency.

7. **Were you ever on hold for an unnecessary length of time?**

Yes	No	Unknown
30	129	1

Of the questionnaires returned, 18% felt the length of time was unnecessary with 80% feeling the time was necessary.

8. **How satisfied were you with the service provided by the 9-1-1 center?**

Exceeded Expectations	Satisfied	Frustrated	Dissatisfied
66	84	6	5

Overall 93% were satisfied with the service.

AT&T LANGUAGE LINE USAGE 2006

CRESA uses the services of AT&T Language Line to assist in communicating with 9-1-1 callers who do not speak English. Usage of the service in 2006 is demonstrated in the following graph; there was a total of 1098 Language Line calls for the year, representing 13 languages.

