2014 Q1 Performance Indicators

Performance Standard	Data Source	Current Status
# of ProQA incidents processed	ProQa	Medical = 7,935 Fire = 1,978 Law = 20,433 **Total = 30.346**
Average Time to Queue– all incidents	ProQA	Medical = 1:04 Fire = 0:54s Law = 0:55s
Average Time to Queue = ECHO/DELTA	ProQA	Medical = 40s Fire = 50s Law = 48s
Average Time to Queue = ALPHA	ProQA	Medical = 1:05 Fire = 0:54s Law = 0:54s
Process Time in Excess of 60 Seconds (All Levels)	ProQA	Medical = 328 Fire = 19 Law = 517
# of Cases Reviewed	AQUA	Medical = 300 Fire = 300 Law = 585
Q1 Telephone Calls Processed (Incoming, Outgoing, Abandoned)	Positron MIS	**120,328**

9-1-1 Answer Times (40,369 Calls)