

2023	Discipline	Total Calls	Non-Compliant	Percentage	Monthly Non-Compliant %
January	Fire	93	5	5%	15%
	Medical	125	29	23%	
	Police	N/A	N/A	N/A	
February	Fire	91	4	4%	17%
	Medical	119	33	28%	
	Police	N/A	N/A	N/A	
March	Fire	82	7	9%	17%
	Medical	126	30	24%	
	Police	250	43	17%	
April	Fire	99	16	16%	15%
	Medical	129	18	14%	
	Police	248	37	15%	
May	Fire	96	16	17%	13%
	Medical	131	22	17%	
	Police	273	26	10%	
June	Fire	96	12	12%	8%
	Medical	133	12	9%	
	Police	275	18	7%	
July	Fire	97	20	21%	13%
	Medical	141	24	17%	
	Police	270	21	8%	
August	Fire	106	14	13%	12%
	Medical	140	23	16%	
	Police	278	24	9%	
September	Fire	105	14	13%	7%
	Medical	145	10	7%	
	Police	272	14	5%	
October	Fire	70	6	9%	8%
	Medical	145	17	12%	
	Police	284	16	6%	
November	Fire	70	13	19%	8%
	Medical	145	12	8%	
	Police	284	15	5%	
December	Fire	70	9	13%	5%
	Medical	145	6	4%	
	Police	284	11	4%	

[More Information: https://www.cincinnati-oh.gov/ecc/about-ecc/performance/](https://www.cincinnati-oh.gov/ecc/about-ecc/performance/)

Quality Assurance is a process for systematic monitoring and evaluation of the 911 calls for adherence to ECC's protocol-based system. A call with a "non-compliant" evaluation does not indicate that there was a serious error or bad outcome, but simply that there is room for improvement via feedback and continuing education. The center's goal, which is aligned with International Academies of Emergency Dispatch requirements to be considered an Accredited Center of Excellence, is to demonstrate 7% or less of evaluated 911 calls as non-compliant with protocols, within a particular discipline (e.g., police).

2024	Discipline	Total Calls	Non-Compliant	Percentage	Monthly Non-Compliant %
January	Fire	70	8	11%	7%
	Medical	145	15	10%	
	Police	284	11	4%	
February	Fire	70	4	6%	4%
	Medical	145	7	5%	
	Police	283	8	3%	
March	Fire	70	2	3%	7%
	Medical	145	8	6%	
	Police	284	37	13%	
April	Fire	70	9	13%	13%
	Medical	145	12	8%	
	Police	284	47	17%	
May	Fire	70	3	4%	9%
	Medical	145	11	8%	
	Police	284	30	11%	
June	Fire	70	2	3%	9%
	Medical	145	12	8%	
	Police	284	36	13%	
July	Fire				
	Medical				
	Police				
August	Fire				
	Medical				
	Police				
September	Fire				
	Medical				
	Police				
October	Fire				
	Medical				
	Police				
November	Fire				
	Medical				
	Police				
December	Fire				
	Medical				
	Police				

[More Information: https://www.cincinnati-oh.gov/ecc/about-ecc/performance/](https://www.cincinnati-oh.gov/ecc/about-ecc/performance/)

Quality Assurance is a process for systematic monitoring and evaluation of the 911 calls for adherence to ECC's protocol-based system. A call with a "non-compliant" evaluation does not indicate that there was a serious error or bad outcome, but simply that there is room for improvement via feedback and continuing education. The center's goal, which is aligned with International Academies of Emergency Dispatch requirements to be considered an Accredited Center of Excellence, is to demonstrate 7% or less of evaluated 911 calls as non-compliant with protocols, within a particular discipline (e.g., police).