

# Fund 40090, E-911

## FY 2022 Adopted Budget Plan: Performance Measures

### Public Safety Communications Center

#### Goal

To provide the telecommunications necessary for the rapid dispatch of Police and Fire and Rescue units to the scene of citizen or other agency requests for assistance. To maintain effective command, control, communications, and information support for public safety field personnel required for the safe, orderly conduct of public safety activities 24 hours a day, 365 days a year.

#### Objective

To meet the National Emergency Number Association (NENA) Call Taking Operational Standard/Model Recommendation of answering 95 percent of all 9-1-1 calls arriving at DPSC within 20 seconds.

#### Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
<b>Output</b>						
Calls received on non-emergency lines	458,143	446,799	446,799	419,543	419,543	419,543
<b>Outcome</b>						
Percent 9-1-1 calls arriving at DPSC answered within 20 seconds	93%	95%	95%	96%	95%	95%

# Fund 40090, E-911

## FY 2022 Adopted Budget Plan: Performance Measures

### Objective

To exceed the National Emergency Number Association (NENA) Call Taking Operational Standard/Model Recommendation of answering 90 percent of all 9-1-1 calls arriving at DPSC within 10 seconds.

### Performance Indicators

Indicator	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimate	FY 2020 Actual	FY 2021 Estimate	FY 2022 Estimate
<b>Output</b>						
Calls received on emergency lines	424,458	434,011	434,011	421,619	421,619	421,619
<b>Efficiency</b>						
Cost per call	\$47.30	\$52.48	\$73.54	\$55.16	\$79.84	\$62.52
<b>Service Quality</b>						
Founded complaints per 100,000 calls	1.6	3.2	2.2	3.2	2.8	2.8
<b>Outcome</b>						
Percent 9-1-1 calls arriving at DPSC answered within 10 seconds	89%	91%	90%	94%	90%	90%