

Fund 40090, E-911 Fund  
 Department of Public Safety Communications  
 FY 2021 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	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimate/Actual	FY 2020	FY 2021
<b>Output</b>					
Calls received on non-emergency lines	590,041	458,143	458,143/446,799	446,799	446,799
<b>Outcome</b>					
Percent 9-1-1 calls arriving at DPSC answered within 20 seconds	96%	93%	95%/95%	95%	95%

**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	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimate/Actual	FY 2020	FY 2021
<b>Output</b>					
Calls received on emergency lines	429,729	424,458	424,458/434,011	434,011	434,011
<b>Efficiency</b>					
Cost per call	\$43.43	\$47.30	\$69.80/\$52.48	\$73.54	\$59.70
<b>Service Quality</b>					
Founded complaints per 100,000 calls	2.2	1.6	2.1/3.2	2.2	2.2
<b>Outcome</b>					
Percent 9-1-1 calls arriving at DPSC answered within 10 seconds	94%	89%	90%/91%	90%	90%