

GOALS & STRATEGIES

Department of Emergency Communications
Renee Gordon, Director

Program & Headline Indicators	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	TARGET
Operations Program					
Average time (minutes) to process and dispatch 911 calls to public safety units (favorable trend: ▼)	-	3:09	▼ 1:33	▲ 2:33	4:00
Percent of 911 calls answered within 7 seconds (favorable trend: ▲)	-	89%	▲ 90%	▲ 96%	96%
Number of 911 calls for service received (favorable trend: N/A)	85,366	▼ 70,508	▲ 77,367	— 77,367	N/A
Percent of emergency incidents wherein units are dispatched within their time requirements (favorable trend: ▲)	-	87%	▼ 86%	▲ 95%	95%
Number of dispatches (favorable trend: N/A)	70,190	▼ 67,161	▲ 79,764	— 79,764	N/A
Number of non-emergency calls answered and processed (favorable trend: N/A)	249,027	▼ 243,900	▲ 251,328	— 251,328	N/A

Key:

▲ Favorable trend in year-to-year performance	▲ Unfavorable trend in year-to-year performance	▲ Year-to-year performance (no favorable trend)	— Performance trend is the same year-to-year
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