



Memo

2014 November 27

To Mayor Naheed Nenshi and Members of City Council
From Richard Hinse, Commander, Public Safety Communications
Re **Performance Measures**

Please see the attached Performance Measures for presentation to Council.
The attached Performance Measures include:

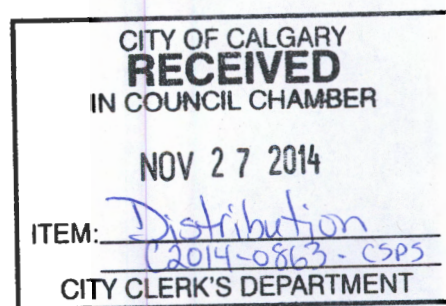
- Citizen Satisfaction
 - Percentage of citizens satisfied with 9-1-1; and
 - Percentage of citizens satisfied with non-emergency service
- Grade of Service
 - Percentage of Public Safety Answering Point 9-1-1 calls answered within 15 seconds;
 - Percentage of police 9-1-1 calls answered within 15 seconds;
 - Percentage of police non-emergency calls answered within 30 seconds;
 - Percentage of fire non-emergency calls answered within 30 seconds; and
 - Percentage of medical non-emergency calls answered within 30 seconds
- Quality Improvement
 - Percentage quality rating for police calls;
 - Percentage quality rating for medical calls; and
 - Percentage quality rating for fire calls
- Employee Satisfaction
 - Knowing what is expected in customer service; and
 - Personally focused on Customer Service.

Regards,

Richard Hinse
Commander
Public Safety Communications
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Attachments:
Public Safety Communications Performance Measures 2012-2014

cc: Administrative Leadership Team





Public Safety Communications Performance Measures 2012-2014				
Category and Measure	2014 Target	2012	2013	2014
Citizen Satisfaction				
Percentage of citizens satisfied with 9-1-1 service	95%	97%	97%	97%
Percentage of citizens satisfied with non-emergency service	90%	92%	90%	89%
Grade of Service*				
Percentage of Public Safety Answering Point 9-1-1 calls answered within 15 seconds	95%	97%	96%	97%
Percentage of police 9-1-1 calls answered within 15 seconds	95%	93%	96%	98%
Percentage of police non-emergency calls answered within 30 seconds	90%	72%	82%	83%
Percentage of fire non-emergency calls answered within 30 seconds	90%	88%	87%	95%
Percentage of medical non-emergency calls answered within 30 seconds	90%	89%	88%	95%
Quality Improvement**				
Percentage quality rating for police calls	95%	93%	93%	96%
Percentage quality rating for medical calls***	95%	97%	98%	99%
Percentage quality rating for fire calls	95%	95%	84%	89%
Employee Satisfaction				
Know what is expected in customer service	n.a.	79%	89%	87%
Personally focused on Customer Service		91%	92%	97%
* Year to date (Jan-Sep)				
** In addition to the 90% overall target, 95% is required in three sub-components of medical call evaluation to achieve and maintain the accreditation standard: Case entry, Chief Complaint and Pre-arrival instructions.				