

EMA/MetroSafe - 911 Call Answer Time
Emergency Management Agency
12/2/2013

Measurement method		Why measure?	What is our goal?		
The number of 911 calls that were not answered by a 911 call taker within 15 seconds		To help enable the quickest possible response to emergency calls	< 5% of calls answered outside of target time of 15 seconds		
How are we doing?					
Oct01-Oct31 Monthly Goal	Oct01-Oct31 Monthly Total		Oct31 Goal	Oct31 Actual	
2,712	2,082		100	59	
Calls	Calls		Calls	Calls	
			Performance Stoplight Key		
			Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data		

