

MetroSafe Calls Received Emergency Services



KPI Owner: Angela Downes

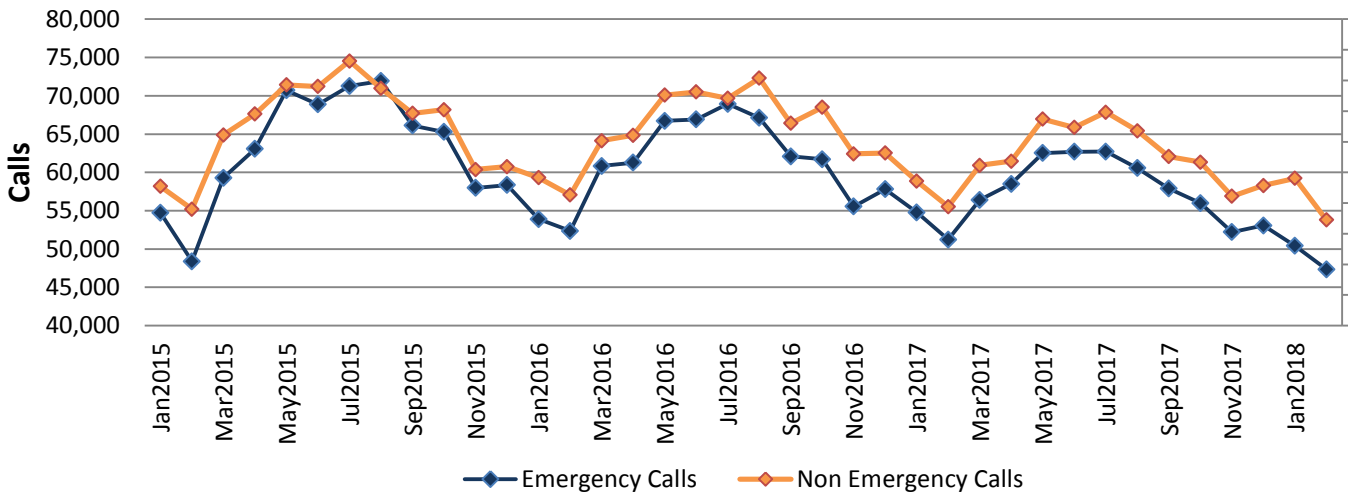
Process: 911 Communications (M)

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 2014 - 671,104 emergency 911 calls Goal: N/A - Input Measure Benchmark: TBD	Data Source: Aurora Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The total calls received by MetroSafe separated into "Emergency" and "Non-Emergency" categories Why Measure: Understand system volume Next Improvement Step: N/A

How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Total		Feb2018 Goal	Feb2018 Actual	
N/A	680,310		N/A	47,339	
Emergency Calls	Emergency Calls		Emergency Calls	Emergency Calls	

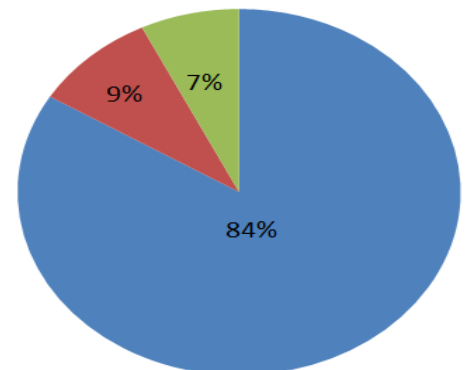
MetroSafe Calls Received



Year	Total Calls	Incoming 911 Calls
2014	1,415,430	671,014
2015	1,547,069	755,997
2016	1,523,012	735,237
2017	1,430,026	688,580

Source of Incoming 911 Calls in 2017

■ Wireless
 ■ Wired
 ■ VoIP, TTD, other



Additional Call Data for 2017

Administrative Calls – Includes non-emergency calls for service coming from the public and public safety agencies/personnel	741,446
Outgoing Calls – Includes returned calls to 911 hang-ups and any outgoing calls related to public safety and public services	288,164
Abandoned Calls 911 calls in which the caller disconnects before the call is answered	62,332