

PUBLIC SAFETY

PERFORMANCE MEASURE HIGHLIGHTS

The following section highlights Key Performance Indicators for the Public Safety Functional Area for Sedgwick County. The Public Safety group accounts for the function of government involved with preventing, protecting and mitigating the potential harm to the general public from events both natural and manmade, as well as from other individuals. These functions include the following departments: Public Safety Director, Emergency Communications (9-1-1), Emergency medical Services, Emergency Management, Fire District #1, Regional Forensic Science Center, Department of Corrections, Sheriff’s Office, District Attorney, 18th Judicial District, Crime Prevention Fund, and Code Enforcement.

Department Measure and Goal	2009 Actual	2010 Est.	2011 Proj.
Emergency Communications’ Goal: <i>Provide expedient and effective handling of calls through the 9-1-1 telephone system</i>			
Total incidents dispatched (KPI)	571,879	580,000	600,000
911 calls answered in 15 seconds or less	98.5%	98.0%	98.0%
Priority “E” calls dispatched in 1 minute or less	98.4%	98.0%	98.0%
Priority “I” calls dispatched in 3 minutes or less	99.2%	98.0%	98.0%
911 calls handled according to protocol	85.9%	98.0%	98.0%
Emergency Medical Service’s Goal: <i>Provide professional customer-oriented, clinically sophisticated, and fiscally responsible care and transportation of the sick and injured</i>			
Combined Response	94	96	99
Urban response time compliance (90% < 9 minutes)	87%	92%	93%
Suburban response time compliance (90% < 11 minutes)	87%	91%	92%
Arrival within 30 minutes scheduled time for transfers	93%	92%	94%
Cardiac arrest survival rate	28%	30%	35%
Emergency Management’s Goal: <i>Help people, organizations, and businesses prepare for, respond to, recover from and mitigate disasters whether natural, technological, or homeland security</i>			
Emergency Management Readiness (KPI)	90%	94%	95%
Outdoor warning device availability	91%	93%	93%
User ratings of Emergency Operations Center	100%	100%	100%
Percentage of plans current to federal standards	50%	100%	100%



