



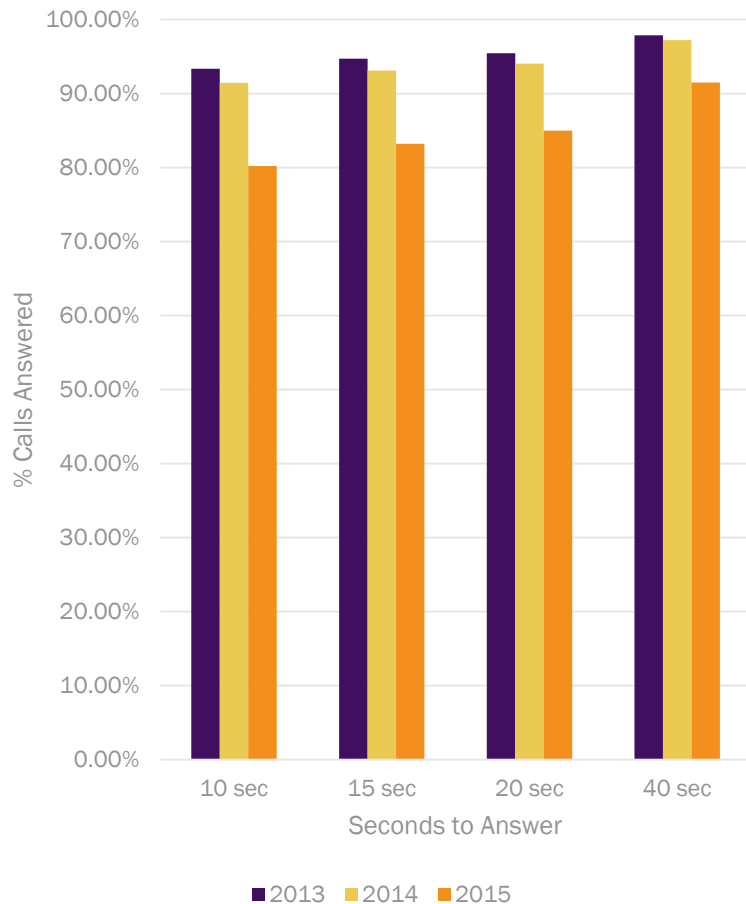
**DENVER**  
THE MILE HIGH CITY

**DEPARTMENT OF PUBLIC SAFETY**  
**DENVER 911 AND FIRE DEPARTMENT**  
**PEAK PERFORMANCE REVIEW**  
**FEBRUARY 29, 2016**

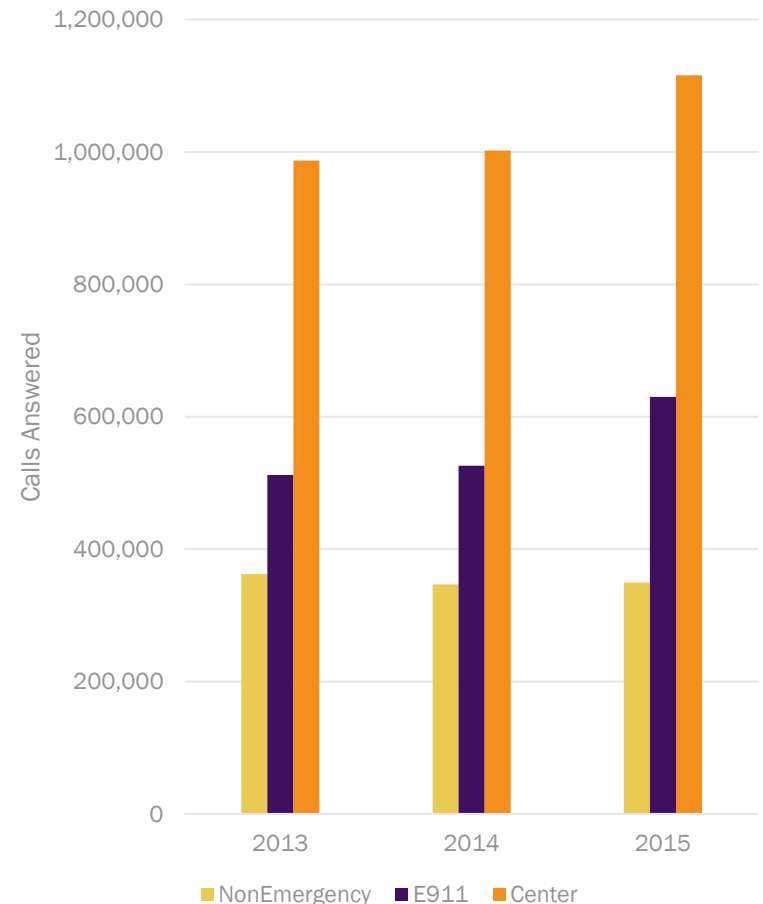
2015 PERFORMANCE REVIEW  
2016 INNOVATION PLANNING

# Performance Overview: Denver 911 Speed of Answer

E911 Speed of Answer 2013-2015

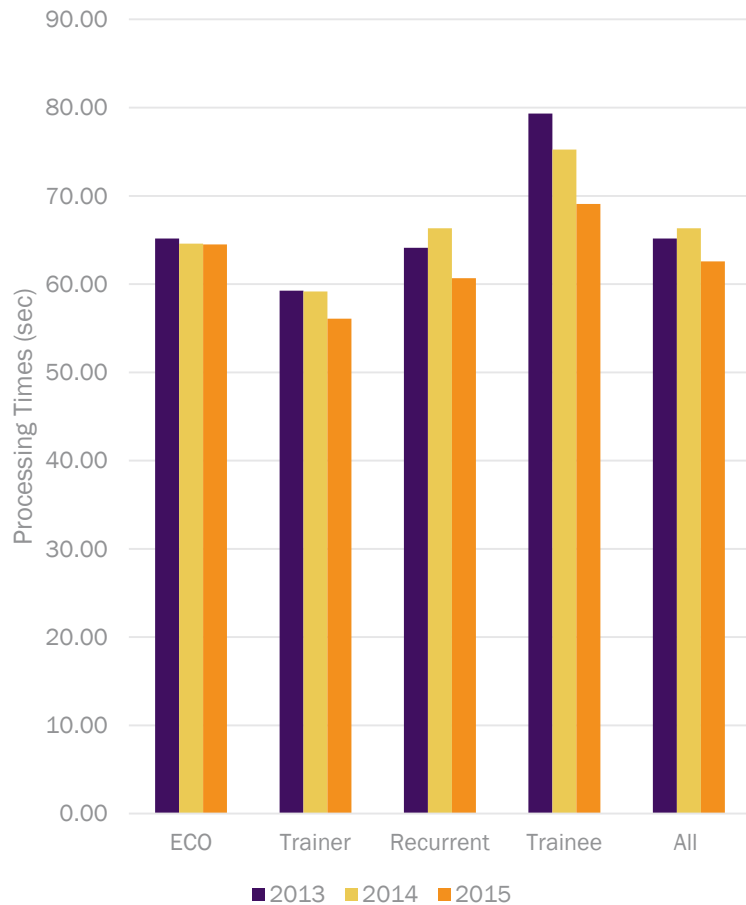


Combined Call Volume 2013-2015

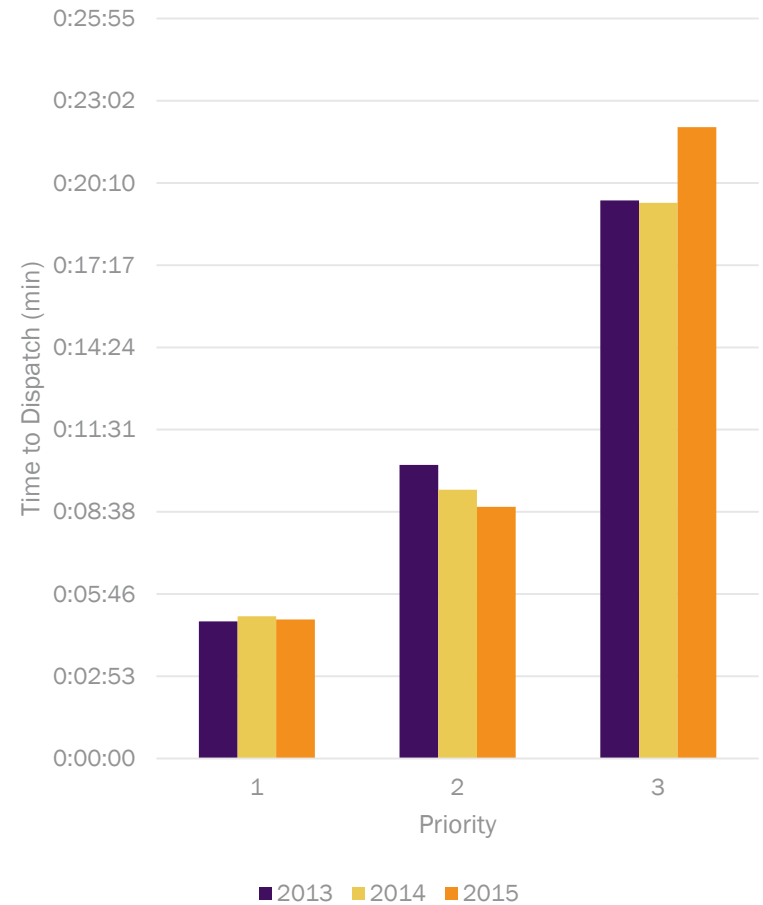


# Performance Overview: Denver 911 Speed of Dispatch

Call Processing Times 2013-2015

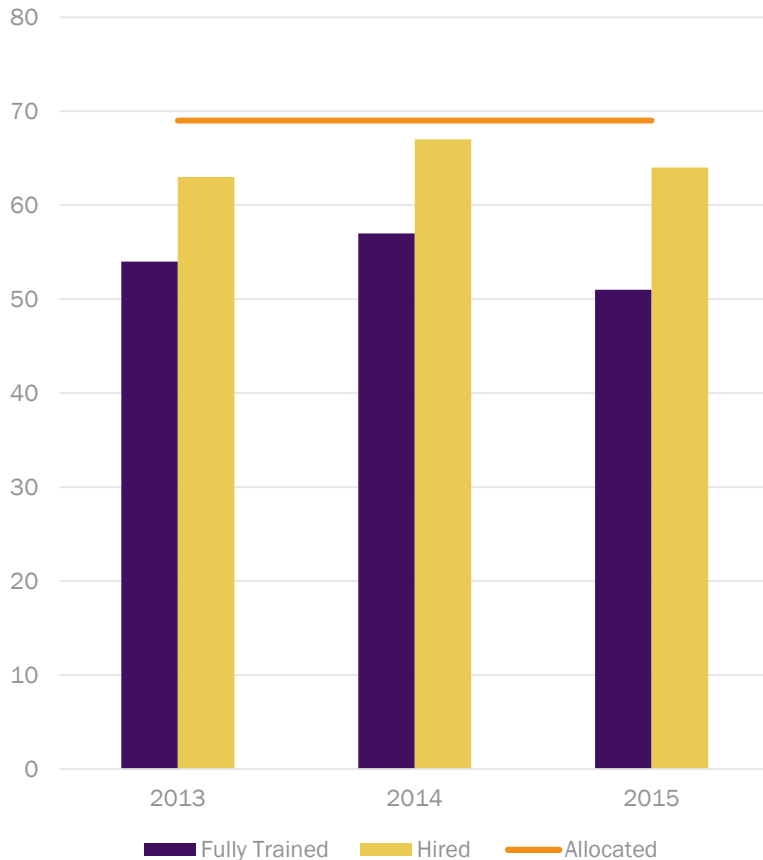


Average Speed of Dispatch 2013-2015

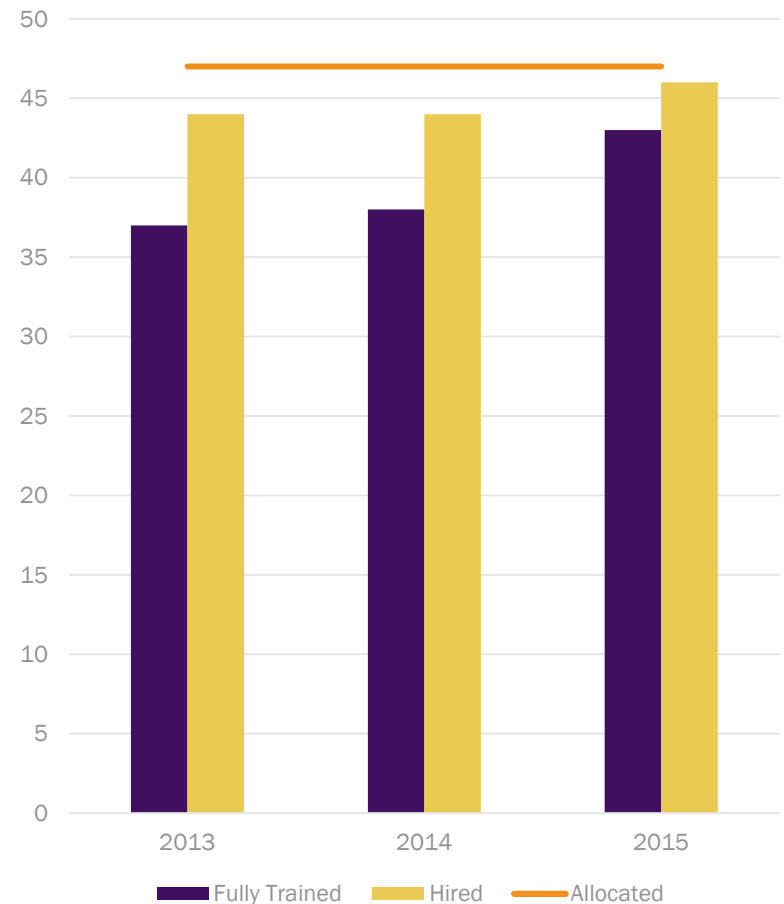


# Performance Overview: Denver 911 Staffing

Emergency Communications Operator Staffing

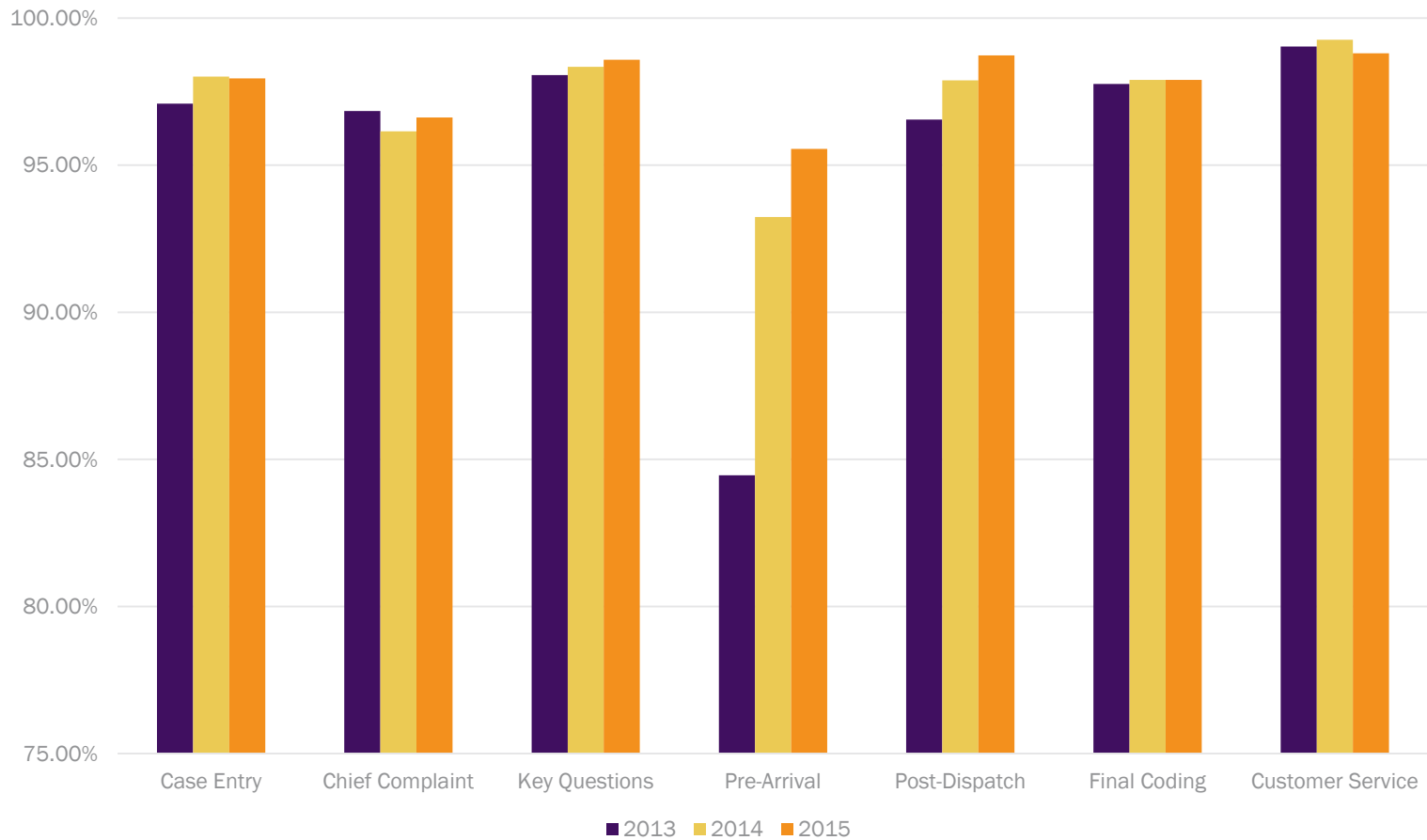


Police Dispatcher Staffing



# Performance Overview: Denver 911 Accreditation

Emergency Medical Dispatch Scores 2013-2015



# Innovation Overview : Denver 911

2017

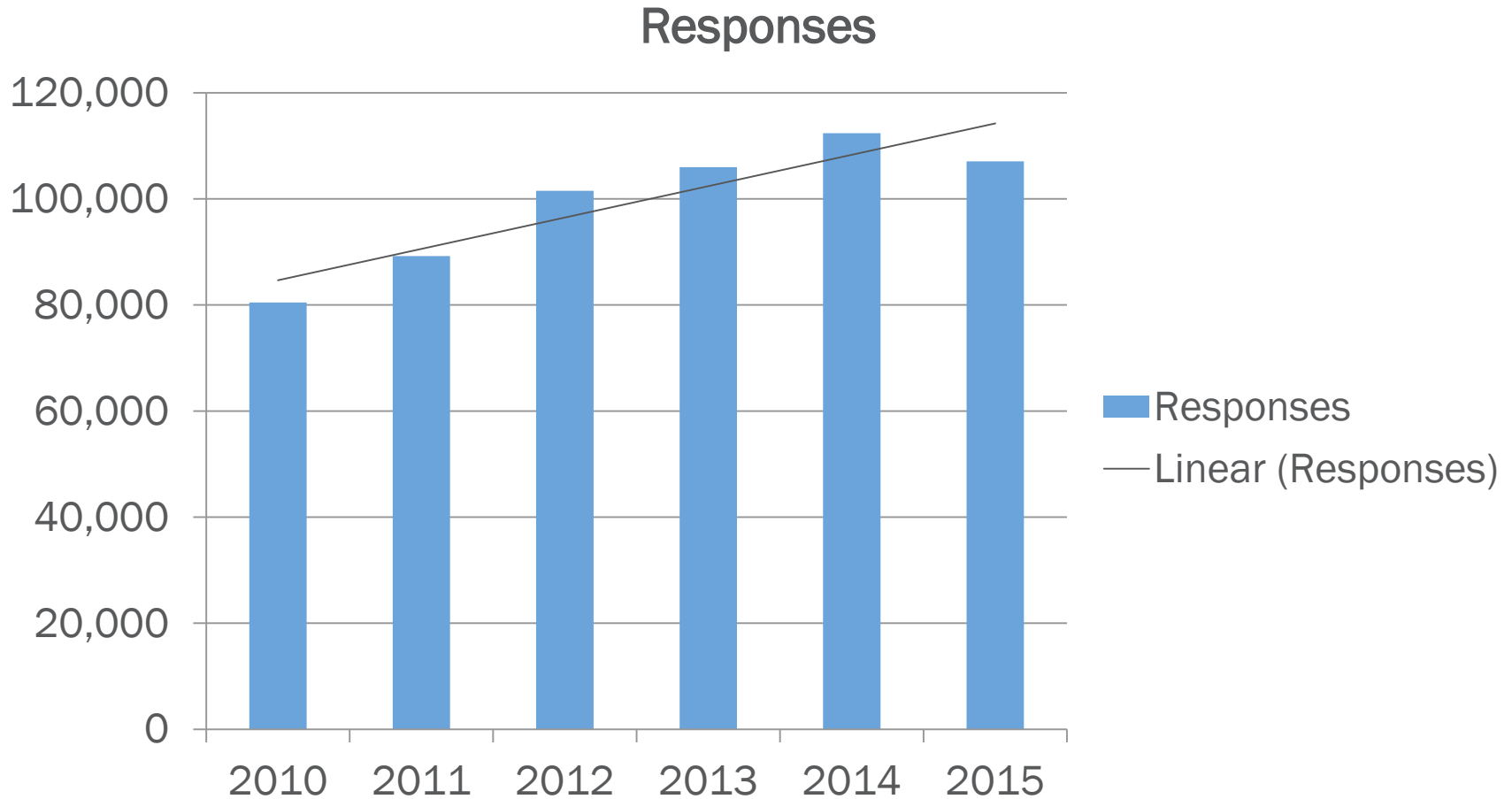


**ProQA**  
PARAMOUNT



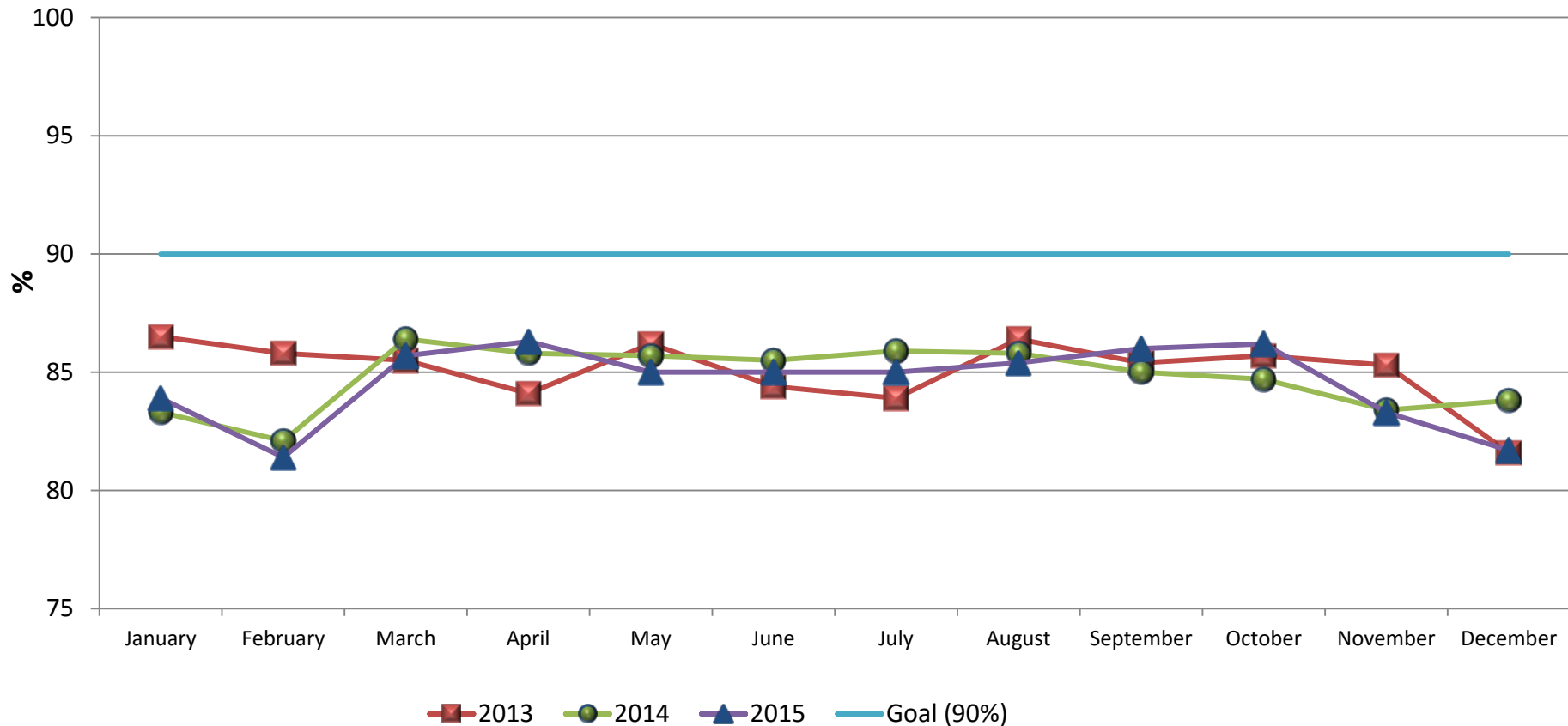
2016

# Performance Overview: Denver Fire Emergency Response



# Performance Overview: Denver Fire Emergency Response

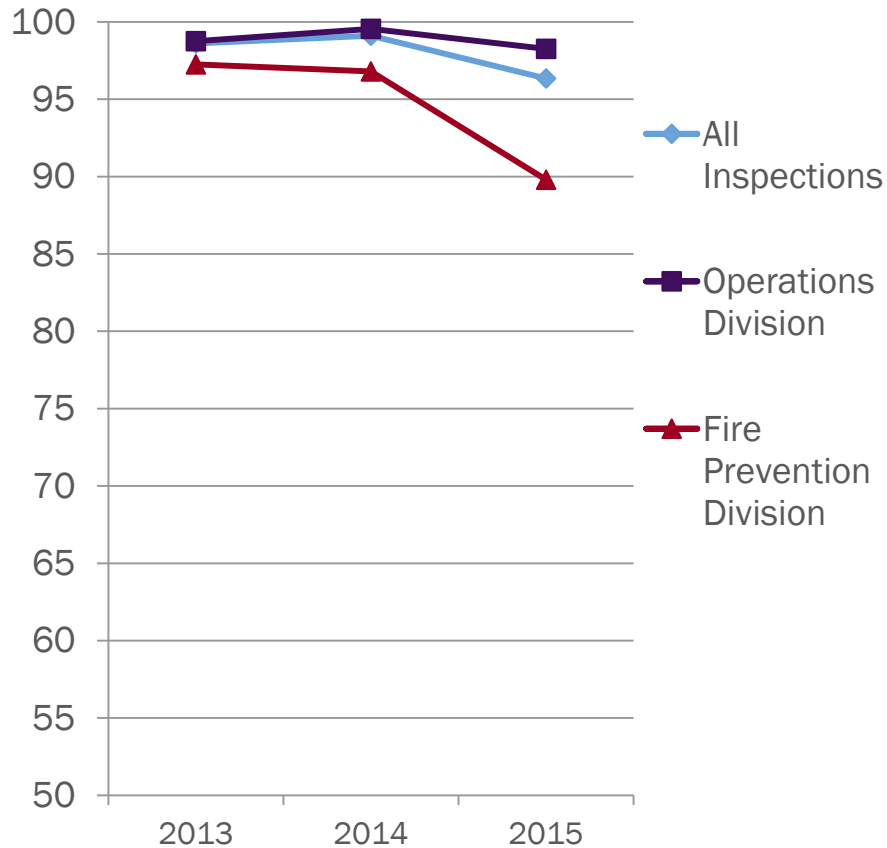
## Fire Response Compliance 5 Minute Unit Assigned - Unit Arrived



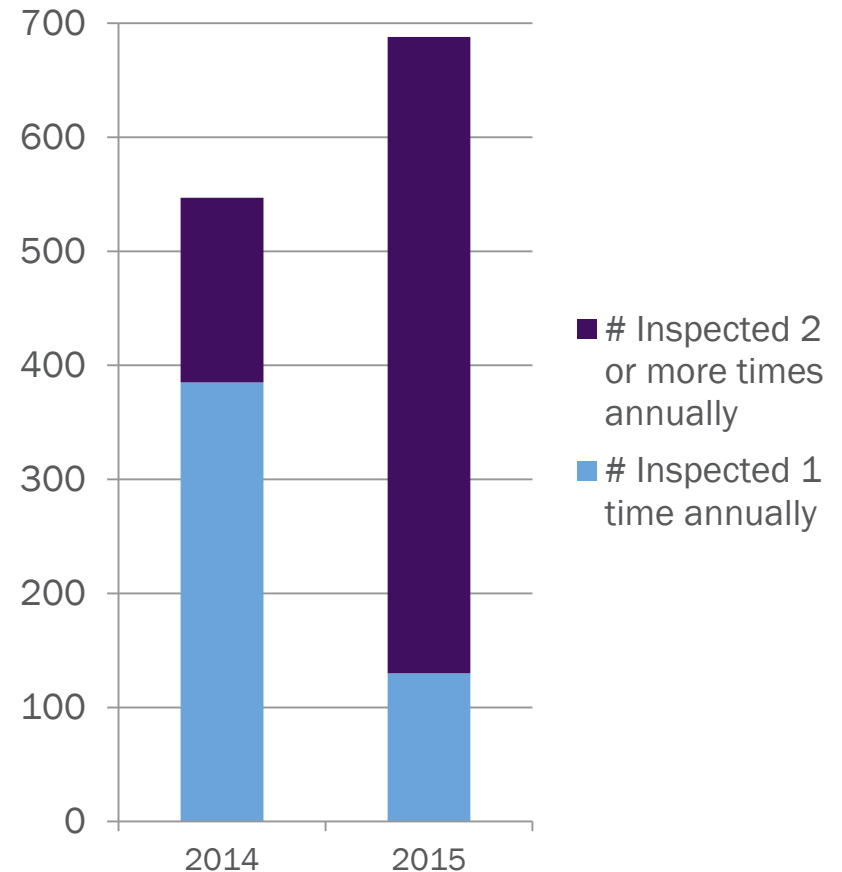


# Performance Overview: Business Inspections Completed

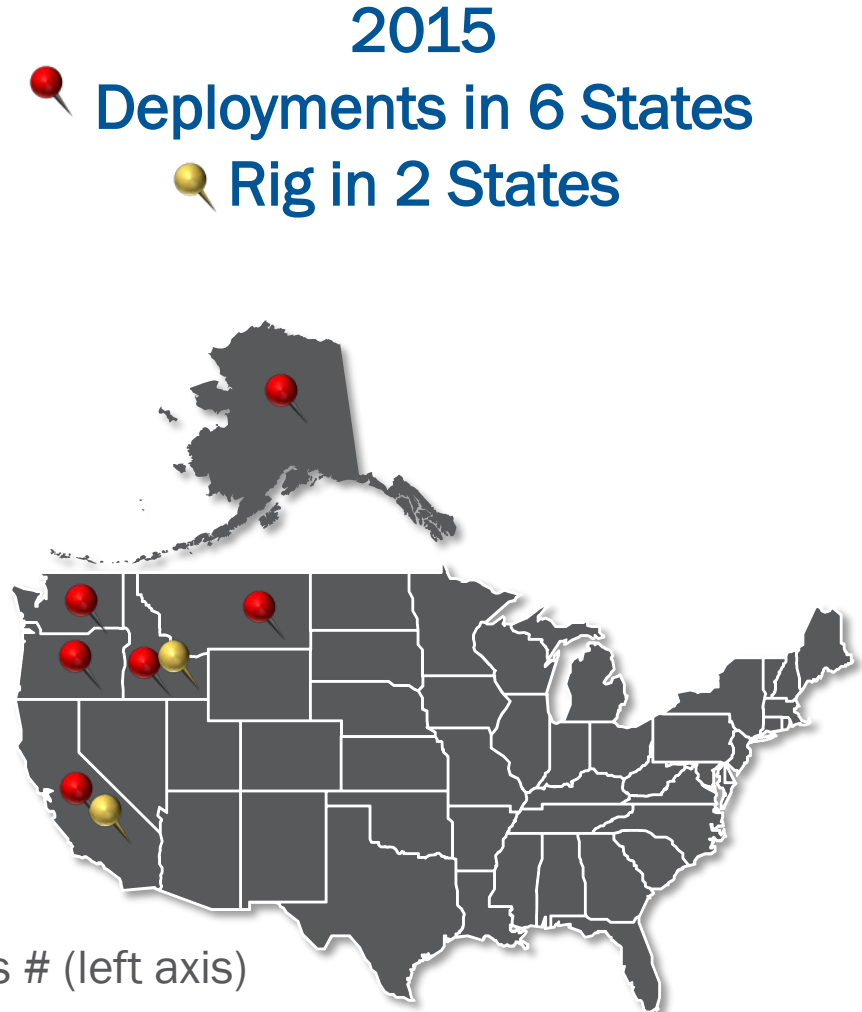
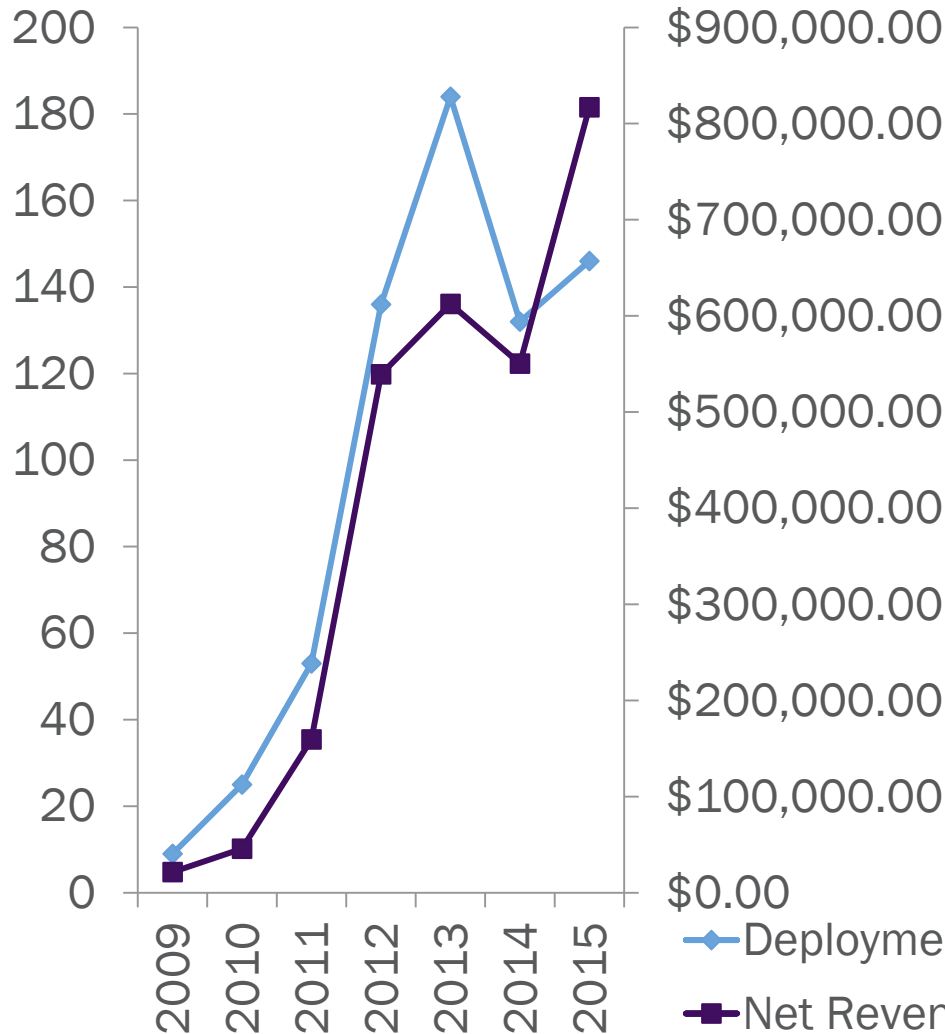
Business Inspections Completed (%)



Marijuana Business Inspections Completed (#)



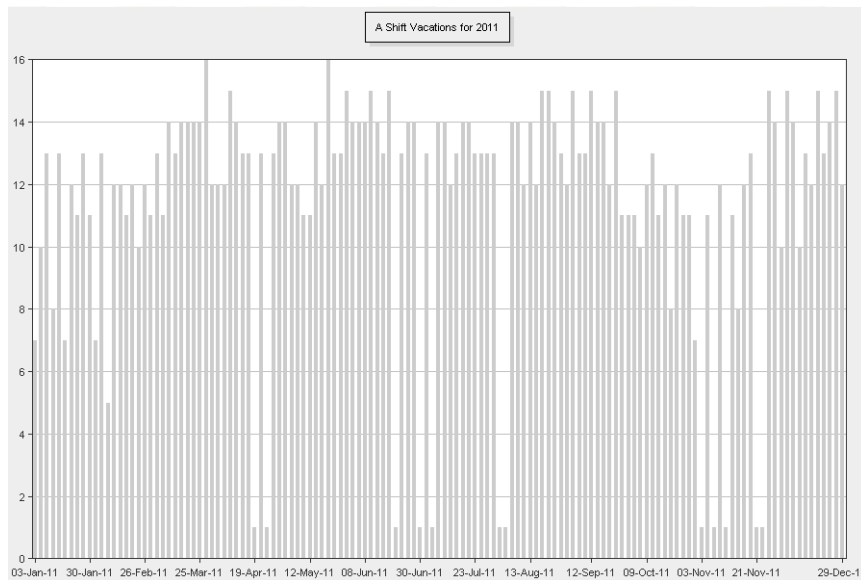
# Performance Overview: Denver Fire Regional Wildland



◆ Deployments # (left axis)  
■ Net Revenue \$ (right axis)

# Performance Overview: Denver Fire Vacation Leveling

## 2011 Operations Division A Shift Vacations

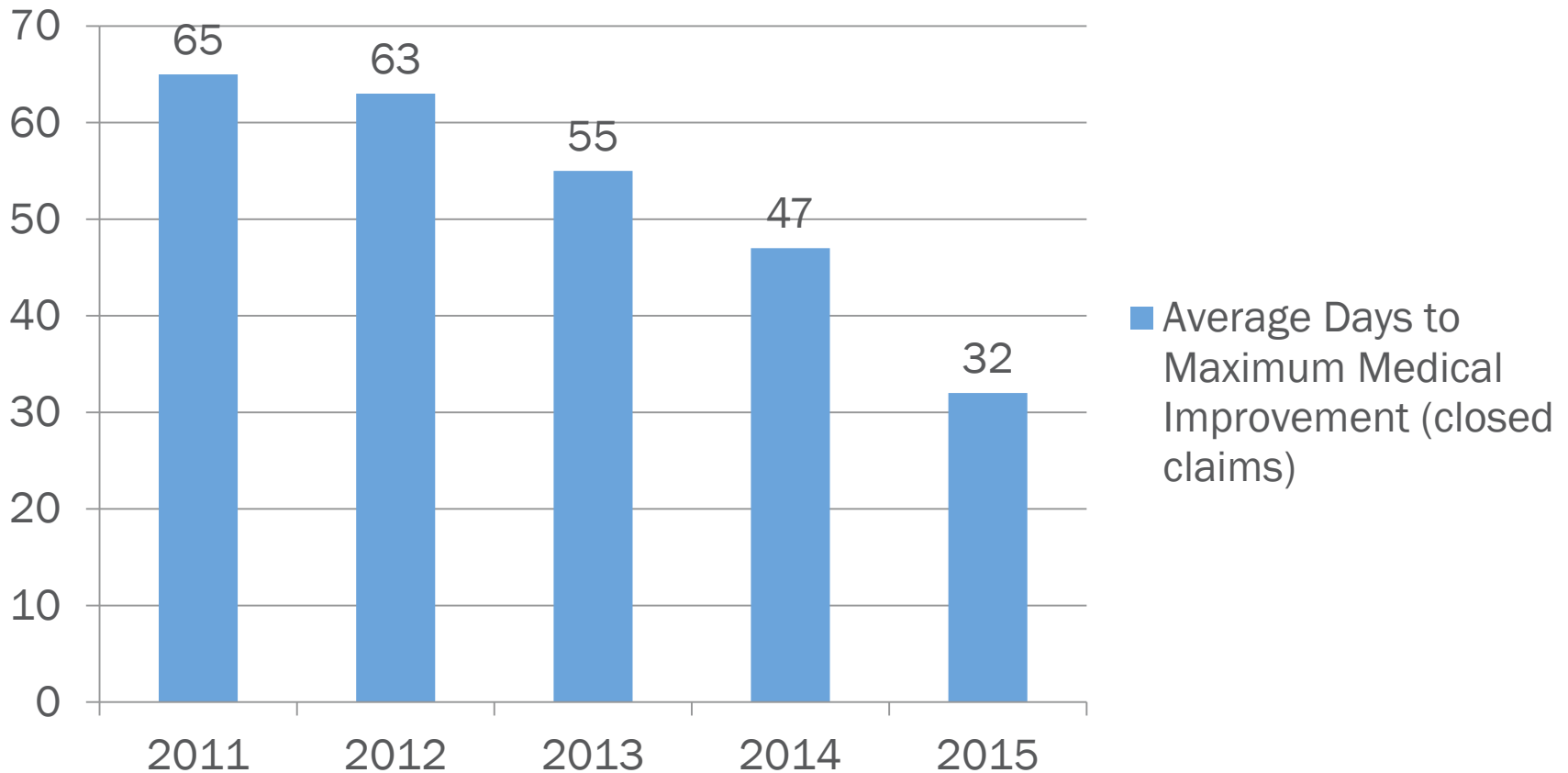


## 2016 Operations Division B Shift Vacations

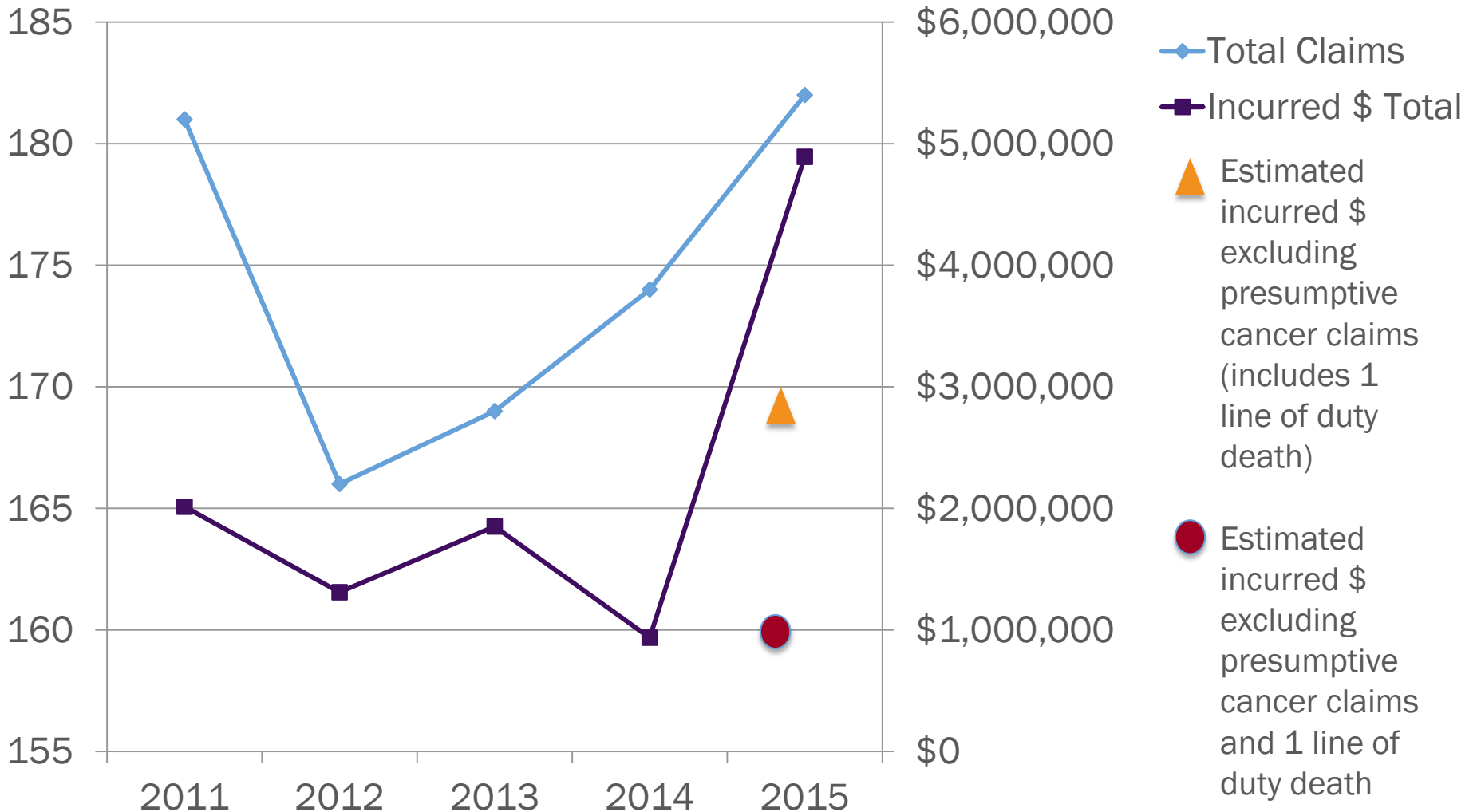


# Performance Overview: Denver Fire Physical Therapist

Average Days to Maximum Medical Improvement  
(closed claims)



# Performance Overview: Denver Fire Risk Management



# Innovation Overview: Denver Fire Safety Officer

