

EMERGENCY MANAGEMENT AGENCY

Fiscal Year 2008

1st Quarter

Goal Statement

To safeguard lives and property through effective emergency management by coordination of public and private resources, development of response plans, implementation of emergency operations, and preparation through training and education.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of individuals completing training	200	60	3,500	
Percent of time Emergency Operations Center is activated within two hours	100	100	100	
Number of agencies using the EOC	18	39	153	
Internal customer satisfaction with emergency preparedness training	95	100	95	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
External customer satisfaction rating	N/A	N/A	N/A	1,2
Number of emergency management plans	102	105	460	
Average number of plan reviews completed monthly	34	35	38	
Number of mitigation projects completed by county agencies	1	1	5	
Number of drills conducted to evaluate emergency scenarios and operational procedures	1	4	30	
Number of non-County agencies which have access to Emergency Management's information systems	30	31	30	
Percent of work stations and servers updated	100	100	100	
Number of Continuity of Operations Planning plans tested	22	0	60	
Average staff hours per plan review	6	10	8	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure will be reported in 2nd quarter