



# MEASURING WHAT MATTERS: ALTERNATIVE RESPONSE PROGRAMS



## Guide for Calculating Essential Metrics

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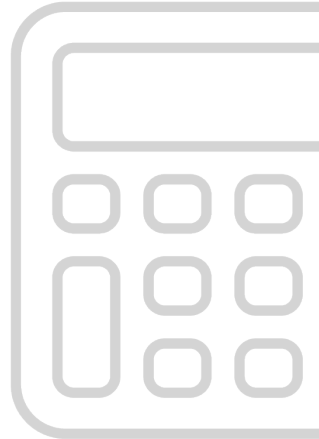
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## About this Guide for Calculating Essential Metrics

This guide outlines the **33 metrics** essential to running an alternative response program. Each metric presented includes a:

- **Definition** – The definition of the metric.
- **Category** – The aspect of program operations or performance the metric describes.
- **Data Required** – The data fields, and the corresponding data source and data field IDs, required to calculate the metric.
- **Calculation** – The description and formula on how to calculate the metric. The calculation formula should be adapted to the preferred data analytics software. Select metrics may be calculated using different approaches. This is noted when applicable.
- **Calculation Note** – Additional information related to calculating the metric.

This is not meant to be an exhaustive list of metrics a program can calculate. There are additional metrics that can be calculated using the data fields in the Data Dictionary that may be useful for program operations.



For more information on each data source and the data fields required to calculate each metric, please see our **“Data Dictionary.”**

**[Download it HERE](#)**



For help with common data questions, please see our **“FAQ for Troubleshooting Common Data Challenges.”**

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# Essential Metrics Bank

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## Category 1: Operation in the Emergency Communications System

- [M1] 911 Response Volume
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- [M3] Primary Responses
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## Category 4: Program Administration

- [M30] Staff Retention
- [M31] Staff Demographics
- [M32] Responder Training and Skills
- [M33] Program Complaints or Feedback

***Category 1:***

**Operation in the Emergency  
Communications System**

## [M1] 911 Response Volume

### Definition

The number of 911 incidents assigned to the alternative response team, including public-initiated and responder-initiated incidents.

### Data Required

*From the computer-aided dispatch (CAD) system:*

Data Source	Data Field ID	Data Field Name
CAD	CAD1	CAD Incident ID
CAD	CAD8	Responding Unit

*From the records management system (RMS) system:*

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID

### Calculation

*Using data from the CAD system:*

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Responding Unit</b> is <i>Alternative Response Team</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>Responding Unit</b> = <i>Alternative Response Team</i>

*Using data from the RMS system:*

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b>	COUNT(Distinct <b>CAD Incident IDs</b> )

### Calculation Note

Managers can calculate this metric using either CAD or RMS data. The [M1] 911 Response Volume calculated using CAD data and RMS data should yield the same result. Only include incidents that originated from the Emergency Communications Center (ECC) or are responder initiated. Programs should report to the ECC when initiating an incident (i.e., responder-initiated) to ensure accurate tracking at the ECC.

## [M2] 911 Response Volume - Public Initiated

### Definition

The number of public-initiated 911 incidents assigned to the alternative response team. Public-initiated incidents are incidents that originated from a request from a community member or a member of the public, rather than from a first responder.

### Data Required

From the CAD system:

Data Source	Data Field ID	Data Field Name
CAD	CAD1	CAD Incident ID
CAD	CAD2	Origin
CAD	CAD8	Responding Unit

From the RMS system:

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS3	Incident Source

### Calculation

Using data from the CAD system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Origin</b> is <i>Public Initiated</i> and the <b>Responding Unit</b> is <i>Alternative Response Team</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE Origin = <i>Public Initiated</i> AND <b>Responding Unit</b> = <i>Alternative Response Team</i>

Using data from the RMS system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Incident Source</b> is <i>Emergency Communications Center</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>Incident Source</b> = <i>Emergency Communications Center</i>

### Calculation Note

Managers can use either CAD or RMS data to calculate this metric. The [M2] 911 Response Volume - Public Initiated calculated using CAD data and RMS data should yield the same result.

## [M3] Primary Responses

### Definition

The number of public-initiated 911 incidents where the alternative response team was dispatched as the first and only responder.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS3	Incident Source
RMS	RMS5	Response Type

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Response Type</b> is <i>Primary Response</i> and <b>Incident Source</b> = <i>Emergency Communications Center</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>Response Type</b> = <i>Primary Response</i> AND <b>Incident Source</b> = <i>Emergency Communications Center</i>

## [M4] Eligible 911 Incidents

### Definition

The number of 911 incidents deemed eligible for the alternative response team, regardless of whether the alternative response team responded or was available to respond.

### Data Required

Data Source	Data Field ID	Data Field Name
CAD	CAD1	CAD Incident ID
CAD	CAD6	Alternative Response Eligibility

### Calculation

Calculation Description	Calculation Formula
Number of distinct <b>CAD Incidents IDs</b> where Alternative <b>Response Eligibility</b> is <i>Eligible for Alternative Response</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>Alternative Response Eligibility</b> = <i>Eligible for Alternative Response</i>

**[M5] 911 Diversion Rate****Definition**

Percentage of all public-initiated 911 incidents handled by the ECC diverted to the alternative response team.

**Data Required**

Data Source	Data Field ID	Data Field Name
CAD	CAD1	CAD Incident ID
CAD	CAD2	Origin
CAD	CAD8	Responding Unit

**Calculation**

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Origin</b> is <i>Public Initiated</i> and the <b>Responding Unit</b> is <i>Alternative Response Team</i> , divided by the total number of distinct <b>CAD Incident IDs</b> where the <b>Origin</b> is <i>Public Initiated</i> , expressed as a percentage	$(\text{COUNT}(\text{Distinct } \mathbf{CAD \ Incident \ IDs}) \text{ WHERE } \mathbf{Origin} = \textit{Public Initiated} \text{ AND } \mathbf{Responding \ Unit} = \textit{Alternative Response Team}) / (\text{COUNT}(\text{Distinct } \mathbf{CAD \ Incident \ IDs}) \text{ WHERE } \mathbf{Origin} = \textit{Public Initiated}) * 100$

**[M6] 911 Hold Time****Definition**

The number of minutes elapsed between the time a call was received by 911 and the time the call was answered by a telecommunicator.

**Data Required**

Data Source	Data Field ID	Data Field Name
ECC	ECC1	Call Entered Time
ECC	ECC2	Call Started Time

**Calculation**

Calculation Description	Calculation Formula
Subtract the <b>Call Entered Time</b> from the <b>Call Started Time</b>	<b>Call Started Time - Call Entered Time</b>

**[M7] 911 Dispatch Queue Time****Definition**

The number of minutes elapsed between the time an incident was placed in the dispatch queue and the time a responder unit was dispatched to the incident.

**Data Required**

Data Source	Data Field ID	Data Field Name
CAD	CAD7	Dispatch Queue Time
CAD	CAD9	Unit Dispatch Time

**Calculation**

Calculation Description	Calculation Formula
Subtract the <b>Dispatch Queue Time</b> from the <b>Unit Dispatch Time</b>	<b>Unit Dispatch Time - Dispatch Queue Time</b>

## ***Category 2:***

# **Function as First Responders**

## [M8] Response Time

### Definition

The number of minutes elapsed between the alternative response team unit dispatch time and unit on-scene arrival time.

### Data Required

Data Source	Data Field ID	Data Field Name
CAD	CAD9	Unit Dispatch Time
CAD	CAD10	Unit On-Scene Arrival Time

### Calculation

Calculation Description	Calculation Formula
Subtract <b>Unit Dispatch Time</b> from <b>Unit On-Scene Arrival Time</b>	<b>Unit On-Scene Arrival Time - Unit Dispatch Time</b>

## [M9] Response Duration

### Definition

The number of minutes elapsed between the units on-scene arrival time, and the unit cleared time by the alternative response team.

### Data Required

Data Source	Data Field ID	Data Field Name
CAD	CAD10	Unit On-Scene Arrival Time
CAD	CAD11	Unit Cleared Time

### Calculation

Calculation Description	Calculation Formula
Subtract <b>Unit On-Scene Arrival Time</b> from <b>Unit Cleared Time</b>	<b>Unit Cleared Time - Unit On-Scene Arrival Time</b>

## [M10] Cleared 911 Incidents

### Definition

The number of 911 incidents that the alternative response team responded to and cleared from the CAD.

### Data Required

From the CAD system:

Data Source	Data Field ID	Data Field Name
CAD	CAD1	CAD Incident ID
CAD	CAD8	Responding Unit
CAD	CAD12	Incident Disposition

From the RMS system:

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition

### Calculation

Using data from the CAD system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Responding Unit</b> is <i>Alternative Response Team</i> and the <b>Incident Disposition</b> is <i>Assignment Completed</i> OR <i>Gone on Arrival</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>Responding Unit</b> = <i>Alternative Response Team</i> AND ( <b>Incident Disposition</b> = <i>Assignment Completed</i> OR <b>Incident Disposition</b> = <i>Gone on Arrival</i> )

Using data from the RMS system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> OR <i>Gone on Arrival</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE ( <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> OR <b>RMS Incident Disposition</b> = <i>Gone on Arrival</i> )

### Calculation Note

Managers can use either CAD or RMS data to calculate this metric. The [M10] Cleared 911 Incidents calculated using CAD data and RMS data should yield the same result.

## [M11] Assignment Completed

### Definition

The number of cleared 911 incidents that the alternative response team responded to and cleared from the CAD by making contact with an individual on scene.

### Data Required

From the CAD system:

Data Source	Data Field ID	Data Field Name
CAD	CAD1	CAD Incident ID
CAD	CAD8	Responding Unit
CAD	CAD12	Incident Disposition

From the RMS system:

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition

### Calculation

Using data from the CAD system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Responding Unit</b> is <i>Alternative Response Team</i> and the <b>Incident Disposition</b> is <i>Assignment Completed</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>Responding Unit</b> = <i>Alternative Response Team</i> AND <b>Incident Disposition</b> = <i>Assignment Completed</i>

Using data from the RMS system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i>

### Calculation Note

Managers can use either CAD or RMS data to calculate this metric. [M11] Assignment Completed calculated using CAD data and RMS data should yield the same result. To validate, [M11] Assignment Completed metric summed with [M12] Gone on Arrival metric should equal [M10] Cleared 911 Incidents metric.

## [M12] Gone on Arrival

### Definition

The number of cleared 911 incidents where the alternative response team reports that no contact made with an individual on scene or over the phone. Also known as unable to locate.

### Data Required

From the CAD system:

Data Source	Data Field ID	Data Field Name
CAD	CAD1	CAD Incident ID
CAD	CAD8	Responding Unit
CAD	CAD12	Incident Disposition

From the RMS system:

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition

### Calculation

Using data from the CAD system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>Responding Unit</b> is <i>Alternative Response Team</i> and the <b>Incident Disposition</b> is <i>Gone on Arrival</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>Responding Unit</b> = <i>Alternative Response Team</i> AND <b>Incident Disposition</b> = <i>Gone on Arrival</i>

Using data from the RMS system:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Gone on Arrival</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Gone on Arrival</i>

### Calculation Note

Managers can use either CAD or RMS data to calculate this metric. [M12] Gone on Arrival calculated using CAD data and RMS data should yield the same result. To validate, [M11] Assignment Completed metric summed with [M12] Gone on Arrival metric should equal [M10] Cleared 911 Incidents metric.

## [M13] Engaged and Services Offered

### Definition

The number of 911 incidents where the alternative response team completed the assignment and reported engaging and offering services to individual(s) on scene or over the phone.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS9	Encounter Outcome

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and the <b>Encounter Outcome</b> is <i>Engaged and Services Offered</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Encounter Outcome</b> = <i>Engaged and Services Offered</i>

### Calculation Note

To validate, [M13] Engaged and Services Offered metric summed with [M14] Declined Engagement metric should equal [M11] Assignment Completed metric.

## [M14] Declined Engagement

### Definition

The number of 911 incidents where the alternative response team completed the assignment and reported the individual declined to engage on scene or over the phone.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS9	Encounter Outcome

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and the <b>Encounter Outcome</b> is <i>Declined Engagement</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Encounter Outcome</b> = <i>Declined Engagement</i>

### Calculation Note

To validate, [M14] Declined Engagement metric summed with [M13] Engaged and Services Offered metric should equal [M11] Assignment Completed metric.

## [M15] Support Requested

### Definition

The number of 911 incidents where the alternative response team completed the assignment and requested support from another first responder agency.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS10	Support Requested

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Support Requested</b> is <i>Police Requested</i> OR <i>Fire Requested</i> OR <i>EMS Requested</i> OR <i>Other Agency Requested</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND ( <b>Support Requested</b> = <i>Police Requested</i> OR <b>Support Requested</b> = <i>Fire Requested</i> OR <b>Support Requested</b> = <i>EMS Requested</i> OR <b>Support Requested</b> = <i>Other Agency Requested</i> )

## [M16] Presence of Use of Force

### Definition

The number of 911 incidents where the alternative response team completed the assignment and reported a use of force.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS24	Use of Force Present

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Use of Force Present</b> is <i>Yes</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Use of Force Present</b> = <i>Yes</i>

**[M17] Presence of Arrest****Definition**

The number of 911 incidents where the alternative response team completed the assignment and reported an arrest occurred on scene.

**Data Required**

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS26	Arrest Occurred

**Calculation**

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Arrest Occurred</b> is <i>Yes</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Arrest Occurred</b> = <i>Yes</i>

## ***Category 3:***

# **Individual Resident Engagement**

## [M18] Individuals Served

### Definition

The number of unique individuals the alternative response team made contact with while completing the assignment.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS8	RMS Incident Disposition
RMS	RMS28	Client ID

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition =</b> <i>Assignment Completed</i>

### Calculation Note

This metric assumes that the Client IDs can be linked to a given [RMS1] CAD Incident ID in the RMS.

If the structure of the RMS does not allow or makes it challenging to track individuals served, this metric may be calculated by counting the number of distinct [RMS1] CAD Incident IDs where the [RMS8] RMS Incident Disposition = *Assignment Completed*. This is an estimate that may result in an undercount if more than one individual is contacted during a given incident.

## [M19] Primary Complaint

### Definition

The number of 911 incidents where the alternative response team completed the assignment by the individual's primary complaint as documented by the responder.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS12	Primary Complaint
RMS	RMS28	Client ID

### Calculation

Use when calculating data from the RMS system **by person**:

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , broken down by <b>Primary Complaint</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> BY <b>Primary Complaint</b>

Use when calculating data from the RMS system **by incident**:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , broken down by <b>Primary Complaint</b>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> BY <b>Primary Complaint</b>

### Calculation Note

If the structure of the RMS does not allow or makes it challenging to track individuals served, the alternative response program may calculate this metric by incident instead.

## [M20] Services Delivered

### Definition

The number of 911 incidents where the alternative response team completed the assignment and the delivered services to individual(s), by types of services. Services may be delivered on scene, by phone, or another method as defined by the alternative response program.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS13	Services Delivered
RMS	RMS28	Client ID

### Calculation

Use when calculating data from the RMS system **by person**:

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , broken down by <b>Services Delivered</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> BY <b>Services Delivered</b>

Use when calculating data from the RMS system **by incident**:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , broken down by <b>Services Delivered</b>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> BY <b>Services Delivered</b>

### Calculation Note

If the structure of the RMS does not allow or makes it challenging to track individuals served, the alternative response program may calculate this metric by incident instead.

## [M21] Referrals

### Definition

The number of 911 incidents where the alternative response team completed the assignment and provided a referral, by referral location.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS14	Referral
RMS	RMS15	Referral Location
RMS	RMS28	Client ID

### Calculation

Use when calculating data from the RMS system **by person**:

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and the <b>Referral</b> is <i>Yes - Referral(s) Provided</i> , broken down by <b>Referral Location</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Referral</b> = <i>Yes - Referral(s) Provided</i> BY <b>Referral Location</b>

Use when calculating data from the RMS system **by incident**:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and the <b>Referral</b> is <i>Yes - Referral(s) Provided</i> , broken down by <b>Referral Location</b>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Referral</b> = <i>Yes - Referral(s) Provided</i> BY <b>Referral Location</b>

### Calculation Note

If the structure of the RMS does not allow or makes it challenging to track individuals served, the alternative response program may calculate this metric by incident instead.

## [M22] Voluntary Transportation

### Definition

The number of 911 incidents where the alternative response team completed the assignment and provided voluntary transportation, by transportation destination.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS17	Voluntary Transportation
RMS	RMS18	Voluntary Transportation Destination
RMS	RMS28	Client ID

### Calculation

Use when calculating data from the RMS system **by person**:

Calculation Description	Calculation Formula choice)
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and the <b>Voluntary Transportation</b> is <i>Yes - Voluntary Transportation Provided</i> , broken down by <b>Voluntary Transportation Destination</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Voluntary Transportation</b> = <i>Yes - Voluntary Transportation Provided</i> BY <b>Voluntary Transportation Destination</b>

Use when calculating data from the RMS system **by incident**:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incidents IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Voluntary Transportation</b> is <i>Yes, Voluntary Transportation Provided</i> , broken down by <b>Voluntary Transportation Destination</b>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Voluntary Transportation</b> = <i>Yes - Voluntary Transportation Provided</i> BY <b>Voluntary Transportation Destination</b>

### Calculation Note

If the structure of the RMS does not allow or makes it challenging to track individuals served, the alternative response program may calculate this metric by incident instead.

## [M23] Voluntary Psychiatric Admission

### Definition

The number of 911 incidents where the alternative response team completed the assignment and a voluntary psychiatric hold or admission was issued.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS20	Voluntary Psychiatric Admission
RMS	RMS28	Client ID

### Calculation

Use when calculating data from the RMS system **by person**:

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Voluntary Psychiatric Admission</b> is <i>Yes</i>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Voluntary Psychiatric Admission</b> = <i>Yes</i>

Use when calculating data from the RMS system **by incident**:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Voluntary Psychiatric Admission</b> is <i>Yes</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Voluntary Psychiatric Admission</b> = <i>Yes</i>

### Calculation Note

If the structure of the RMS does not allow or makes it challenging to track individuals served, the alternative response program may calculate this metric by incident instead.

## [M24] Involuntary Psychiatric Hold

### Definition

The number of 911 incidents where the alternative response team completed the assignment and an involuntary psychiatric hold was initiated or requested.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS22	Involuntary Hold Initiated or Requested
RMS	RMS28	Client ID

### Calculation

Use when calculating data from the RMS system **by person**:

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Involuntary Hold Initiated or Requested</b> is <i>Yes</i>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Involuntary Hold Initiated or Requested</b> = <i>Yes</i>

Use when calculating data from the RMS system **by incident**:

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and <b>Involuntary Hold Initiated or Requested</b> is <i>Yes</i>	COUNT(Distinct <b>CAD Incident IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND <b>Involuntary Hold Initiated or Requested</b> = <i>Yes</i>

### Calculation Note

If the structure of the RMS does not allow or makes it challenging to track individuals served, the alternative response program may calculate this metric by incident instead.

## [M25] Individuals with Repeated Engagements

### Definition

The number of unique individuals who received two or more responses from the alternative response team within a defined time period.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS28	Client ID

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and the <b>Client ID</b> is associated with two or more distinct <b>CAD Incident IDs</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND COUNT(Distinct <b>CAD Incident IDs</b> ) >= 2

## [M26] Individuals Engaged in Follow Ups

### Definition

The number of unique individuals engaged after a response by the alternative response team, if the alternative response program conducts follow ups.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS3	Incident Source
RMS	RMS8	RMS Incident Disposition
RMS	RMS28	Client ID

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , and the <b>Client ID</b> has one or more distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Source</b> is <i>Follow Up</i>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> AND COUNT(Distinct <b>CAD Incident IDs</b> WHERE <b>RMS Incident Source</b> = <i>Follow Up</i> ) >= 1

### Calculation Note

Calculation may differ if follow-up data is recorded in a different system from the RMS.

## [M27] Follow Up Engagement Attempts

### Definition

The total number of attempted follow up engagements with individuals after a response from the alternative response team, regardless of whether contact was made.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS3	Incident Source
RMS	RMS8	RMS Incident Disposition
RMS	RMS28	Client ID

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Source</b> is <i>Follow Up</i> , for each distinct <b>Client ID</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> or <i>Gone on Arrival</i>	COUNT(Distinct <b>CAD Incident IDs</b> WHERE <b>RMS Incident Source</b> = <i>Follow Up</i> ) WHERE ( <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> OR <b>RMS Incident Disposition</b> = <i>Gone on Arrival</i> ) BY <b>Client ID</b>

### Calculation Note

Calculation may differ if follow-up data is recorded in a different system from the RMS.

## [M28] Follow Up Engagements Completed Frequency

### Definition

The frequency of completed engagements with individuals after a response by the alternative response team

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS3	Incident Source
RMS	RMS8	RMS Incident Disposition
RMS	RMS28	Client ID

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Source</b> is <i>Follow Up</i> , for each distinct <b>Client ID</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i>	COUNT(Distinct <b>CAD Incident IDs</b> WHERE <b>RMS Incident Source</b> = <i>Follow Up</i> ) WHERE <b>RMS Incident Disposition</b> = <i>Assignment Completed</i> BY <b>Client ID</b>

### Calculation Note

Calculation may differ if follow-up data is recorded in a different system from the RMS.

## [M29] Service Recipient Demographics

### Definition

The aggregate demographics of individuals served by the alternative response team.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS8	RMS Incident Disposition
RMS	RMS29	Client Race/Ethnicity
RMS	RMS30	Client Gender Identity
RMS	RMS31	Client Primary Language Spoken
RMS	RMS28	Client ID

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , broken down by <b>Client Race/Ethnicity</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition = Assignment Completed</b> BY <b>Client Race/Ethnicity</b>
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , broken down by <b>Client Gender Identity</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition = Assignment Completed</b> BY <b>Client Gender Identity</b>
Count the number of distinct <b>Client IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> , broken down by <b>Client Primary Language Spoken</b>	COUNT(Distinct <b>Client IDs</b> ) WHERE <b>RMS Incident Disposition = Assignment Completed</b> BY <b>Client Primary Language Spoken</b>

***Category 4:***  
**Program Administration**

## [M30] Staff Retention

### Definition

The number of staff retained by role within a defined time period.

### Data Required

Data Source	Data Field ID	Data Field Name
AR	AR1	Number of Staff Employed
AR	AR2	Staff Title

### Calculation

Calculation Description	Calculation Formula
The (total <b>Number of Staff Employed</b> at the start of a period minus the number <b>of Staff Who Left</b> ) divided by the total <b>Number of Staff Employed</b> at the start of a period, expressed as a percentage, broken down by <b>Staff Title</b>	$\frac{(\text{COUNT}(\text{Number of Staff Employed at Start of Period}) - \text{COUNT}(\text{Staff Who Left}))}{\text{COUNT}(\text{Number of Staff Employed at Start of Period})} * 100 \text{ BY Staff Title}$

## [M31] Staff Demographics

### Definition

The aggregate self-reported demographics of alternative response team staff.

### Data Required

Data Source	Data Field ID	Data Field Name
AR	AR1	Number of Staff Employed
AR	AR3	Staff Race/Ethnicity
AR	AR4	Staff Gender Identity
AR	AR5	Staff Languages Spoken

### Calculation

Calculation Description	Calculation Formula
The number <b>of Staff</b> employed by <b>Staff Race/Ethnicity</b>	COUNT( <b>Number of Staff Employed</b> ) BY <b>Staff Race/Ethnicity</b>
The number <b>of Staff</b> employed by <b>Staff Gender Identity</b>	COUNT( <b>Number of Staff Employed</b> ) BY <b>Staff Gender Identity</b>
The number <b>of Staff</b> employed by <b>Staff Languages Spoken</b>	COUNT( <b>Number of Staff Employed</b> ) BY <b>Staff Languages Spoken</b>

## [M32] Responder Training and Skills

### Definition

The number of cleared 911 incidents where the alternative response team staff reported “somewhat appropriate” or “very appropriate” skills and training while responding to the incident.

### Data Required

Data Source	Data Field ID	Data Field Name
RMS	RMS1	CAD Incident ID
RMS	RMS8	RMS Incident Disposition
RMS	RMS32	Responder Training and Skills

### Calculation

Calculation Description	Calculation Formula
Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> or <i>Gone on Arrival</i> , and the <b>Responder Training and Skills</b> are <i>Very Appropriate</i> or <i>Somewhat Appropriate</i>	Count the number of distinct <b>CAD Incident IDs</b> where the <b>RMS Incident Disposition</b> is <i>Assignment Completed</i> or <i>Gone on Arrival</i> , and the <b>Responder Training and Skills</b> are <i>Very Appropriate</i> or <i>Somewhat Appropriate</i>

## [M33] Program Complaints or Feedback

### Definition

The number of reports submitted about the alternative response team from service recipients or the public with feedback about the program.

### Data Required

Data Source	Data Field ID	Data Field Name
AR	AR7	Program Feedback

### Calculation

Calculation Description	Calculation Formula
Count the number of <b>Program Feedback</b> reports received	COUNT( <b>Program Feedback</b> )

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