## APPENDIX D

Calculations of the percentage of improvement in successful SMS alert delivery.

Percentage improvement =

Percentage improvement =

Percentage improvement = 24.67

Percentage improvement ≈

Calculations of the percentage of improvement in successful email alert delivery.

Percentage improvement =

Percentage improvement = ∞

Calculations of the percentage of improvement in successful establish phone connection.

Percentage improvement =

Percentage improvement = ∞