

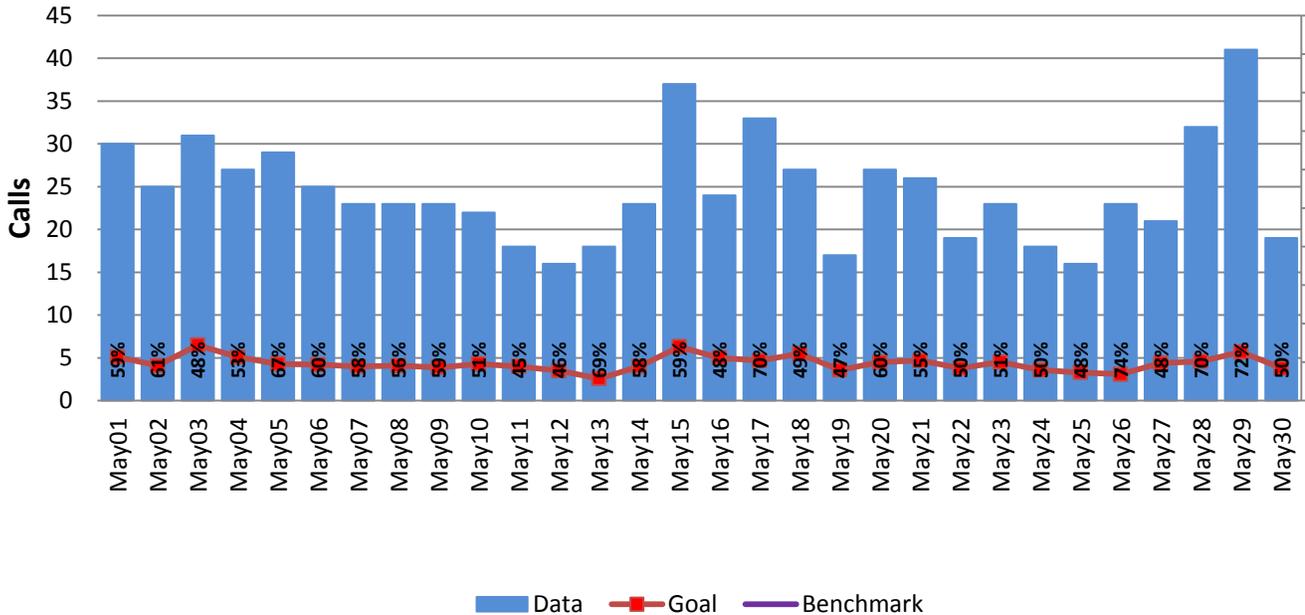
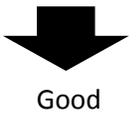
# Pickup to Dispatch EMS Calls Exceeding 105 Seconds

## Emergency Management Agency

6/17/2013

Measurement Method		Why measure?		What is our goal?	
The number of 911 calls that took longer than 105 seconds to dispatch an EMS unit		Improving EMS Service Delivery is a strategic goal in the <a href="#">Mayor's Strategic Plan</a>		Dispatch 10% or Fewer EMS Calls Requiring Pre-Arrival Medical Instruction more than 105 seconds	
How are we doing?					
May Monthly Goal	May Monthly Actuals		May30 Goal	May30 Actual	
135	756		4	19	
Calls	Calls		Calls	Calls	
Note: Raw data supporting this chart will be available on the open data portal in the future. <a href="http://portal.louisvilleky.gov/service/data">http://portal.louisvilleky.gov/service/data</a>				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

### Pickup to Dispatch EMS Calls Exceeding 105 Seconds



LOUISVILLE METRO  
**OFFICE OF PERFORMANCE IMPROVEMENT**

