

LFD High Priority Calls - Pickup to Dispatch

Emergency Management Agency

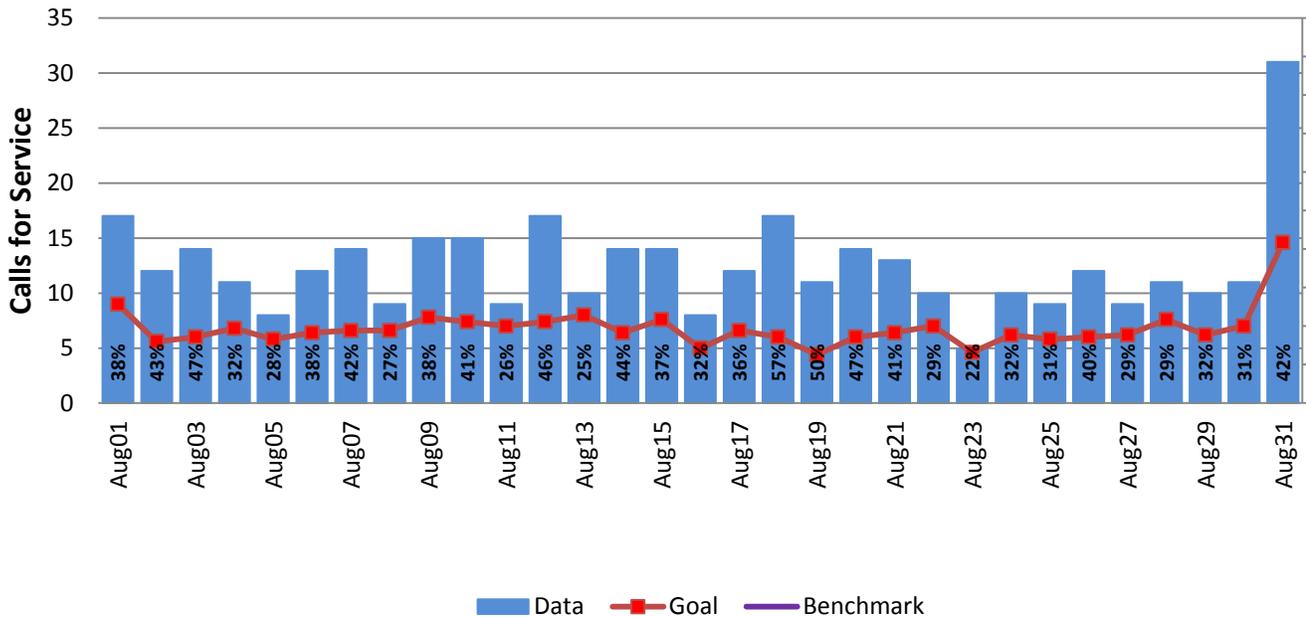
10/7/2013

Measurement method		Why measure?		What is our goal?	
The number of High Priority Calls that were not dispatched from 911 Dispatch to an LFD unit in 75 seconds		To help enable the most efficient and correct response possible to emergency calls		Dispatch 20% or less LFD High Priority Calls in more than 75 seconds	
How are we doing?					
Aug01-Aug31 Monthly Goal	Aug01-Aug31 Monthly Total		Aug31 Goal	Aug31 Actual	
210	384		15	31	
Calls for Service	Calls for Service		Calls for Service	Calls for Service	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

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Good



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