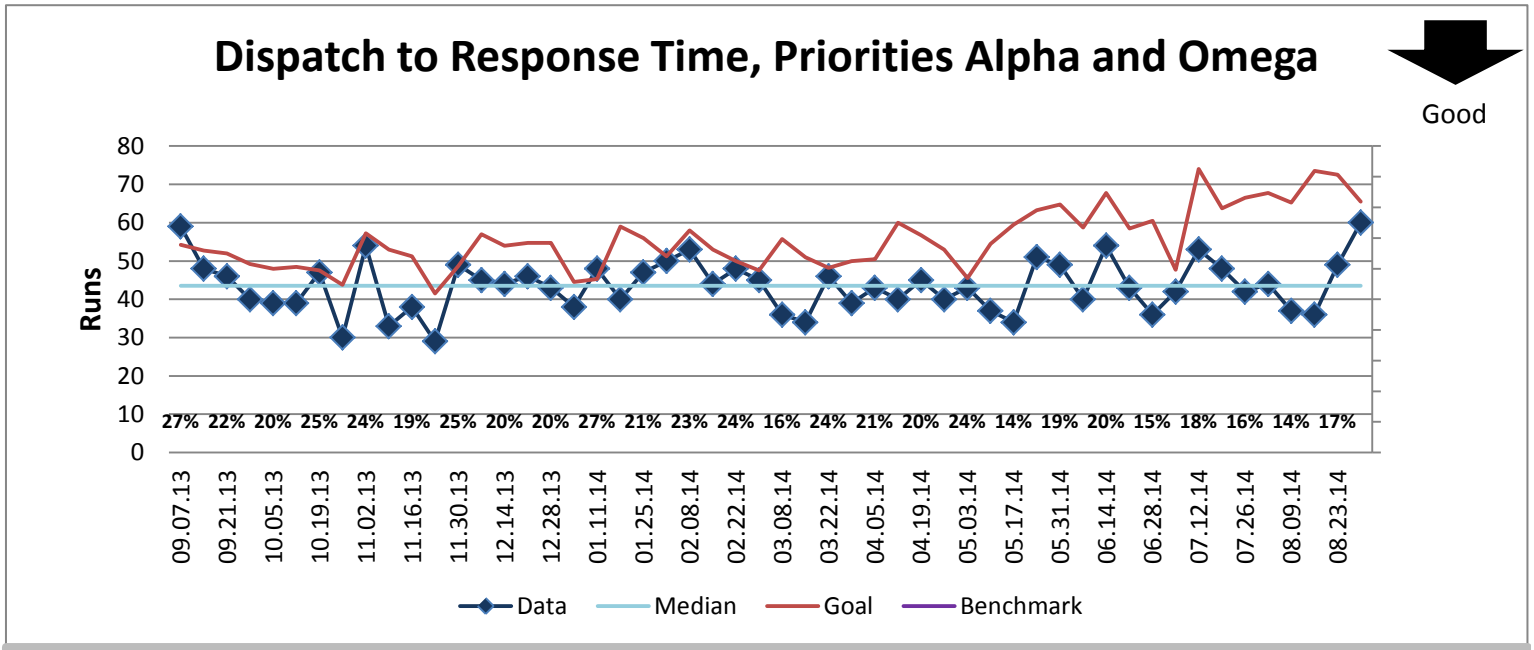
Dispatch to Response Time, Priorities Alpha and Omega
Emergency Medical Services

KPI Owner: Mike Tully | **Process: Emergency Response**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 75% of time less than 90 seconds Benchmark: TBD	Data Source: CAD Goal Source: LMEMS Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Count of times from receiving dispatch to response for priority code Alpha/Omega incidents that exceed 90 seconds Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process.

How Are We Doing?

03.02.14-08.30.14 12 Month Goal	03.02.14-08.30.14 12 Month Actual		08.24.14-08.30.14 Goal	08.24.14-08.30.14 Actual	
1,555	1,121		66	60	
Runs	Runs		Runs	Runs	



Root cause analysis is not necessary because there is no gap between the goal and current performance.