

Dispatch to Response Time, Priority Code Echo Emergency Medical Services



KPI Owner: Mike Tully

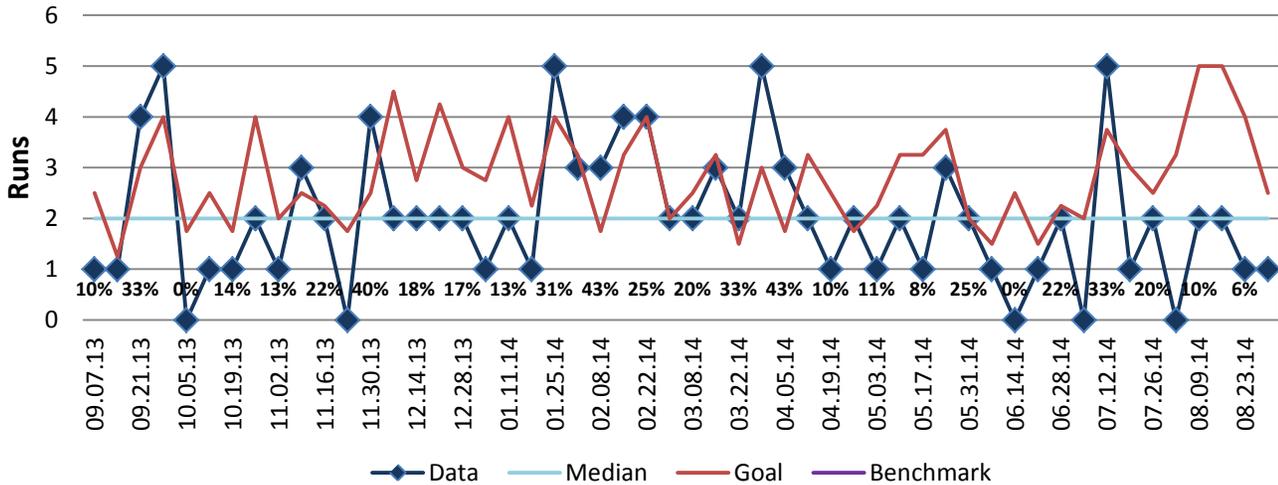
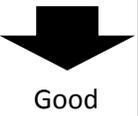
Process: Emergency Response

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 Echo 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	
73	47		3	1	
Runs	Runs		Runs	Runs	

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