

EMA/MSAFE 911 CALL ANS BUSIEST HR OF DAY - 10 SEC

Emergency Management Agency



KPI Owner: Angie Downes

Process: Receive and Answer 911 Calls

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: May 2014 averaged 7% deficiency Goal: <10% of calls answered outside of target time of 10 seconds Benchmark: 90% of all 911 calls answered in 10 seconds during the busiest time of the day	Data Source: CASSIDIAN Goal Source: EMA/MetroSafe Benchmark Source: NENA	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 10 seconds during busiest hour of day Why Measure: Help enable the quickest possible response to emergency calls Next Improvement Step: Continue to monitor and diagnose

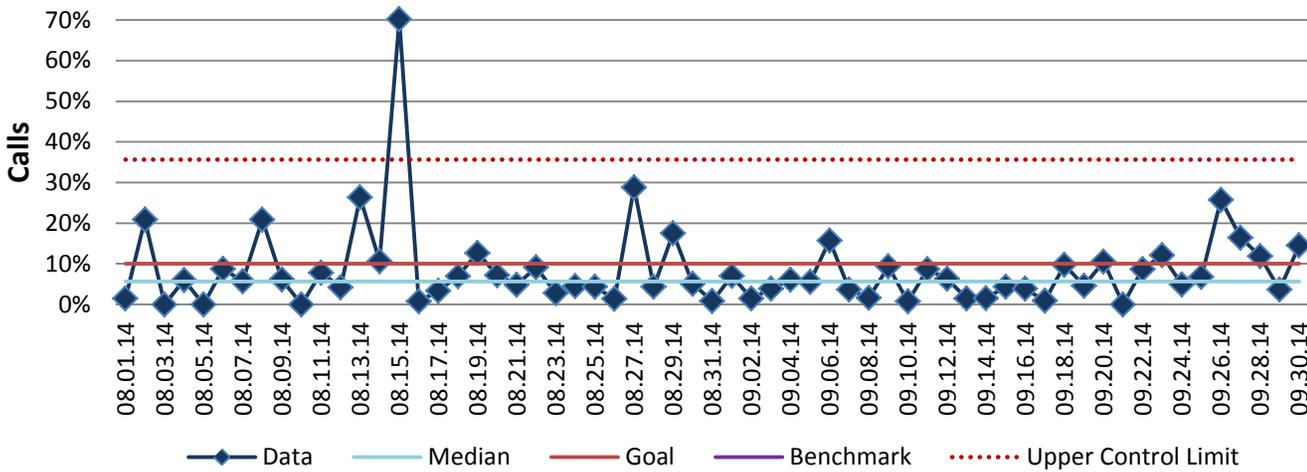
How Are We Doing?

09.01.14-09.30.14 1 Month Goal	09.01.14-09.30.14 1 Month Average		09.30.14 Goal	09.30.14 Actual	
10%	7%		10%	15%	
Calls	Calls		Calls	Calls	

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Good



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