

# EMA/MetroSafe - 911 CALL ANSWER TIME 20 SECOND STANDARD

## Emergency Management Agency



KPI Owner: Angie Downes

Process:

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: May 2014 averaged 2% deficiency</p> <p>Goal: &lt;5% of calls answered outside of target time of 20 seconds</p> <p>Benchmark: 95% of all 911 calls answered in 20 seconds</p>	<p>Data Source: CASSIDIAN</p> <p>Goal Source: EMA/METROSAFE</p> <p>Benchmark Source: NENA</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 20 seconds</p> <p>Why Measure: Help enable the quickest possible response to emergency calls</p> <p>Next Improvement Step: Continue to monitor and diagnose</p>

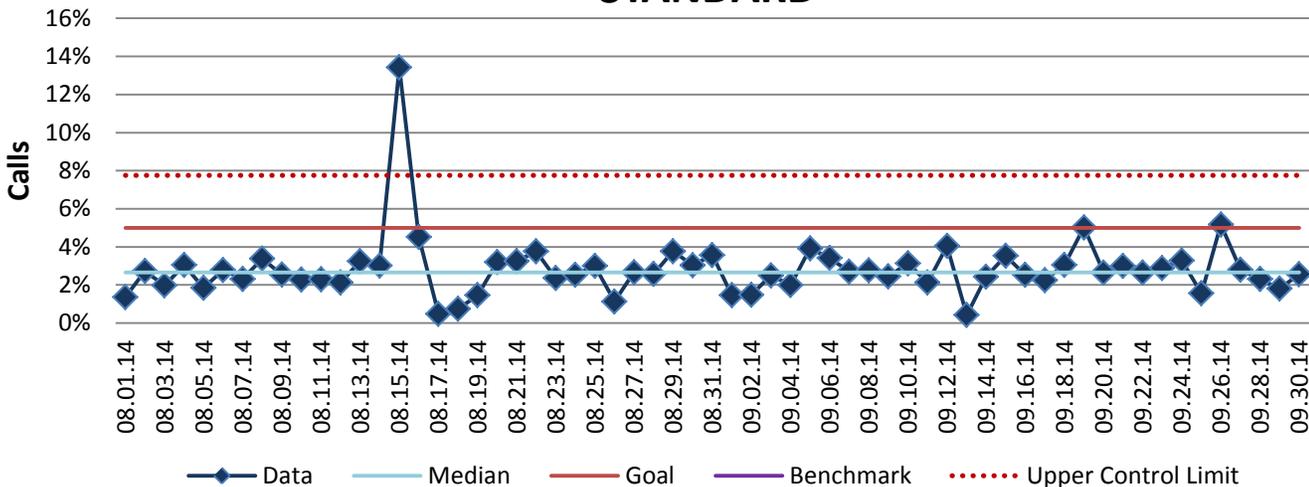
### How Are We Doing?

08.31.14-09.30.14 1 Month Goal	08.31.14-09.30.14 1 Month Total		09.30.14 Goal	09.30.14 Actual	
<b>5%</b>	<b>3%</b>		<b>5%</b>	<b>3%</b>	
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.**