

EMS 'ECHO' LEVEL - PICKUP TO DISPATCH IN 60 SECONDS

Emergency Management Agency



KPI Owner: Angie Downes

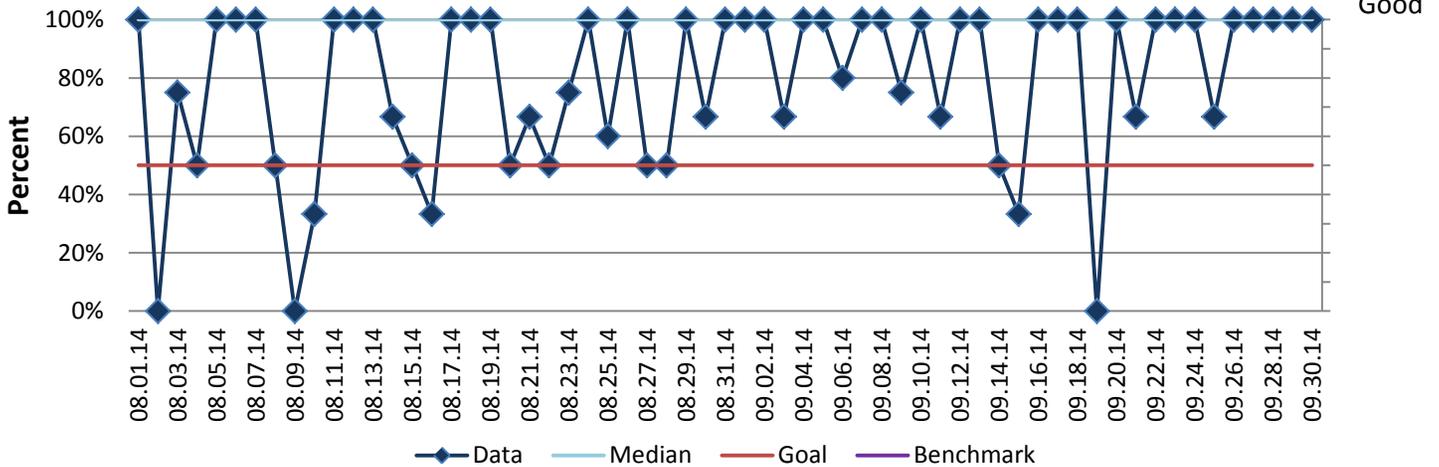
Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Average of 99 seconds for May 2014; Average of 92 seconds for June 2014 Goal: Do not exceed 60 seconds in the processing of ECHO Level Calls, 50% of the time Total Opportunities: 145 Benchmark: 60 Seconds Pickup to Dispatch	Data Source: CAD Goal Source: EMA/METROSAFE Benchmark Source: Priority Solutions	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of Echo Level Calls that were not dispatched from 911 Dispatch to an EMS unit in 60 seconds Why Measure: To enable the most efficient and correct response possible to emergency calls Next Improvement Step: Promote the What If It Were Family Campaign throughout the month of November

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	
50%	87%	🚦	50%	100%	🚦
Percent	Percent		Percent	Percent	

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08.31.14-09.30.14 Pareto Analysis

