

# FIRE HIGH PRIORITY - PICKUP TO DISPATCH IN 60 SECONDS

## Emergency Management Agency



KPI Owner: Angie Downes

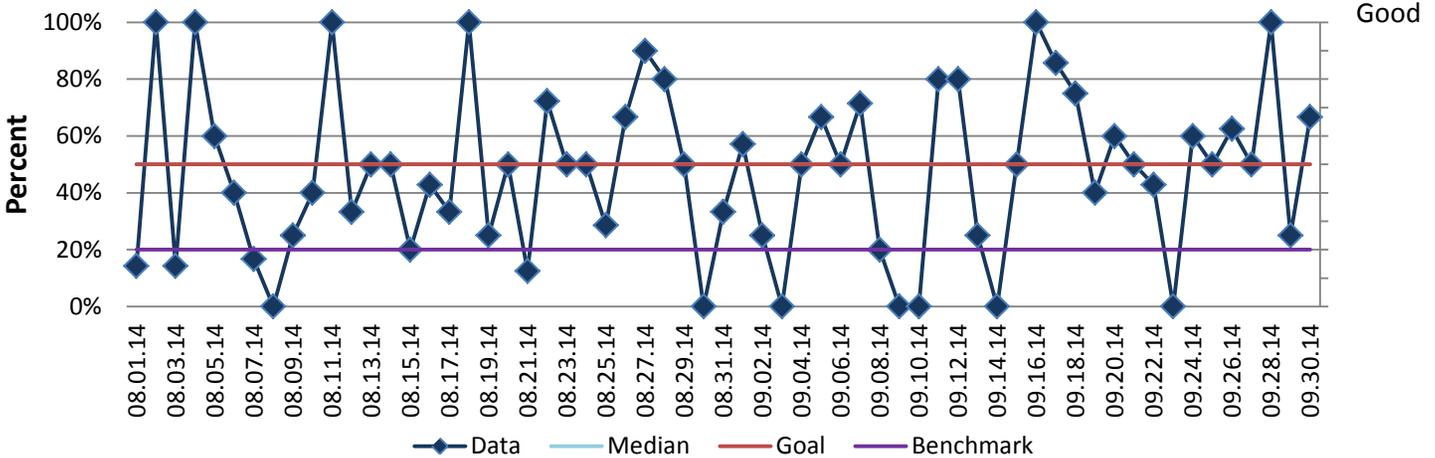
Process: Dispatch and Track Emergency Responders

| Baseline, Goal, & Benchmark  | Source Summary   | Continuous Improvement Summary   |
|--|--|--|
| Baseline: Average of 64 seconds for May 2014;<br>Average of 66 seconds for June 2014<br><br>Goal: <20% of FIRE cfs HIGH PRIORITY p2d<br>outside of target time of 60 seconds, 50% of the<br>time<br><br>Total Opportunities: 339<br><br>Benchmark: 80% of Fire high priorities dispatched<br>in 60 seconds | Data Source: CAD<br><br>Goal Source:<br>EMA/METROSAFE<br><br>Benchmark Source:<br>NFPA | Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions<br><br>Measurement Method: The number of High Priority Calls that were not<br>dispatched from 911 Dispatch to an LFD or JCFD unit in 60 seconds<br><br>Why Measure: To enable the most efficient and correct response possible<br>to emergency calls<br><br>Next Improvement Step: Promote the What If It Were Family Campaign<br>throughout the month of November |

### How Are We Doing?

| 08.31.14-09.30.14<br>1 Month Goal | 08.31.14-09.30.14<br>1 Month Total |  | 09.30.14 Goal | 09.30.14 Actual |  |
|-----------------------------------|------------------------------------|--|---------------|-----------------|--|
| <b>50%</b>                        | <b>48%</b>                         |  | <b>50%</b>    | <b>67%</b>      |  |
| Percent                           | Percent                            |  | Percent       | Percent         |  |

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### 08.31.14-09.30.14 Pareto Analysis

