

# EMS All Calls - Pickup to Dispatch Not Within 130 Seconds EMA/MetroSafe



KPI Owner: Angela Downes

Process: Dispatch and Track Emergency Responders

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD - after unified protocol implemented  Total Opportunities: 16,874 calls for service Benchmark: TBD	Data Source: CAD  Goal Source: TBD  Benchmark Source: TBD	Select Plan-Do-Check-Act Step Measurement Method: The percent of EMS calls for service that were not dispatched from 911 Dispatch to an EMS unit in 130 seconds Why Measure: To ensure the most efficient and correct response possible to emergency calls Next Improvement Step:

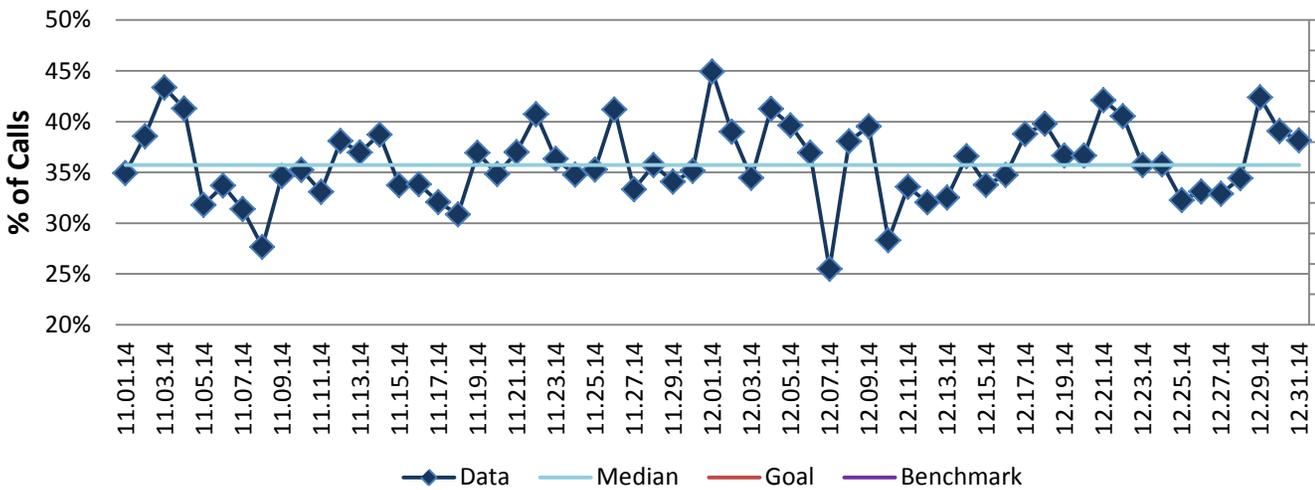
### How Are We Doing?

12.01.14-12.31.14 1 Month Avg Goal	12.01.14-12.31.14 1 Month Average		12.31.14 Goal	12.31.14 Actual	
<b>TBD</b>	<b>36%</b>		<b>TBD</b>	<b>38%</b>	
% of Calls	% of Calls		% of Calls	% of Calls	

## EMS All Calls - Pickup to Dispatch Not Within 130 Seconds



Good



### 11.1.14 - 12.31.14 Column Chart

